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ONLINE TODAY

October, 1989

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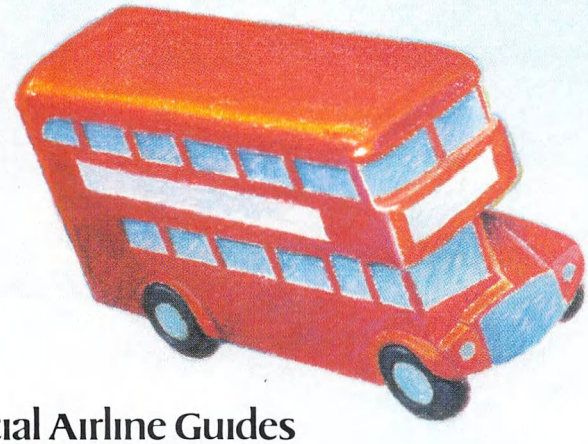

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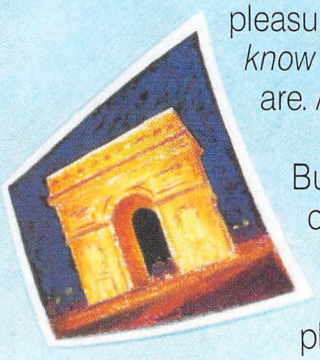

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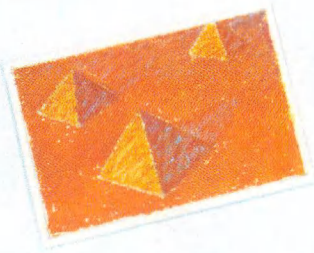

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Don Everhart

Director, Sales and Marketing Administration
for a national pharmaceutical company

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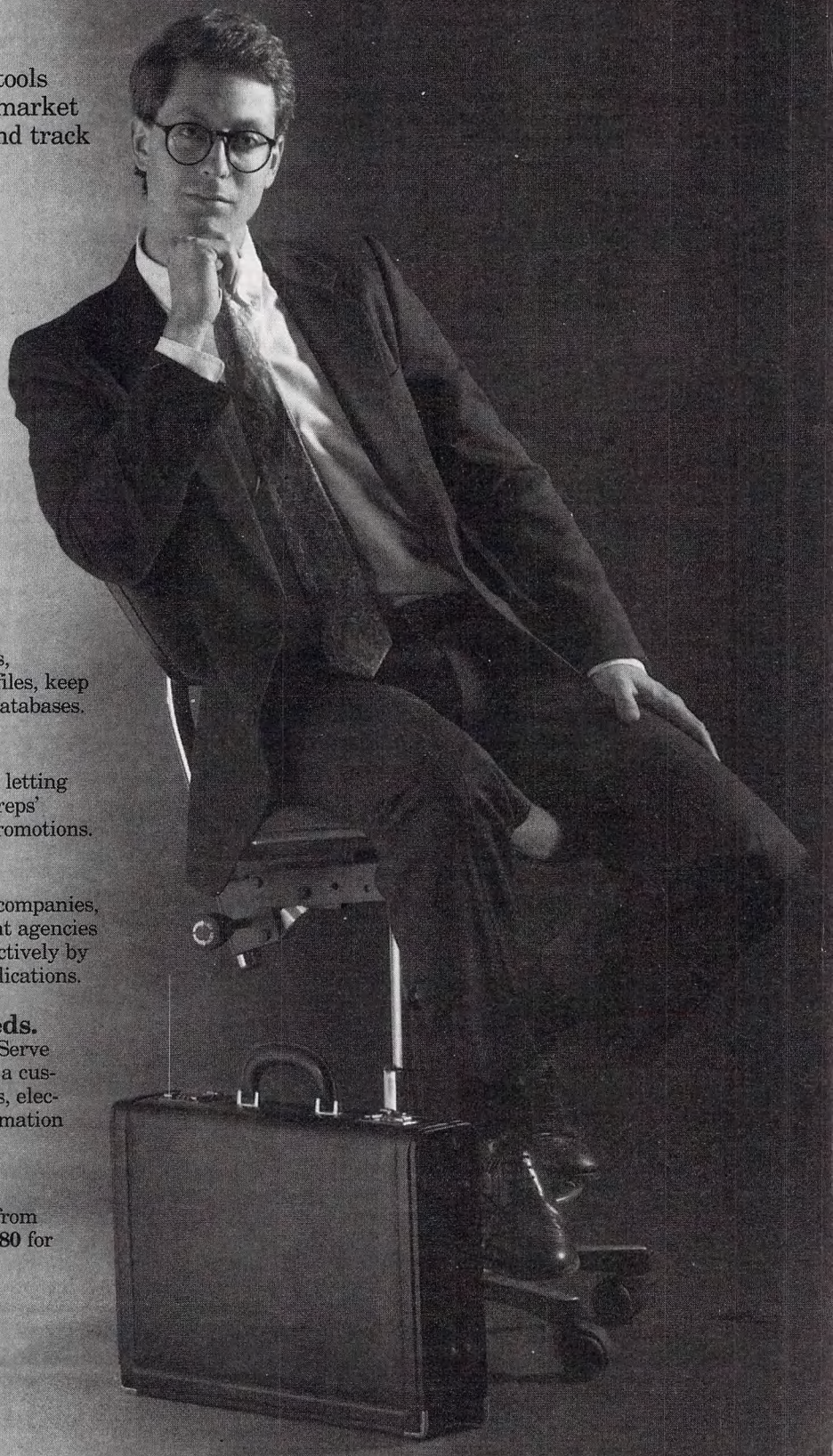

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Don Everhart is a fictional character. However, this case is based on an actual client application.

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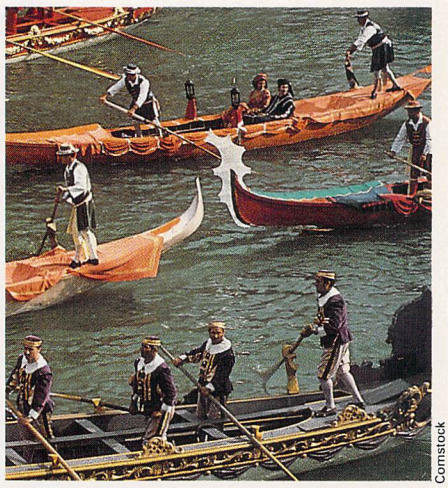

Comstock

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Catch computer industry news as it happens, keep up with online events, read special reports, commentary and more product reviews. You'll find it only in *Online Today Daily Edition*, a daily-updated newspaper full of information that's too hot to print. GO OLT.

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LETTERS

HP Deskjet Printer

I appreciated the HP Deskjet Printer review (May issue, page 57), but something is not covered. How much printing can one expect from an ink cartridge?

The Deskjet (Plus) sounds like a logical upgrade for me. However, after the problems I had with my NEC P2200 (it consumes ribbons quickly and does not print on envelopes), I want to know exactly what I'm getting in a printer. When you add up the cost of cartridges at approximately $18 each, this is not a cheap investment.

Norm Balog
Claremont, Calif.

Fax Attacks

In response to "Fax Attacks Countered with Creative Ads" (June issue, page 6), I have a comment. Regardless of Sarah Stambler's "judicious" use of fax advertising, fax users are *paying* for unsolicited advertising. The price is fax paper, wear and tear on the machine, and unavailability of the machine while an ad is transmitted.

People can hang up phones or throw out junk mail. Fax advertising, regardless of how creative or professional, makes them pay.

Mark Schroeder
Honolulu, Hawaii

OS-9 Users

Thanks for the very good article referencing the OS-9 Forum on CompuServe (July issue, page 44). I'd quibble a bit about the title though ("OS-9 Users Commiserate: True Multitasking Environment Is Well-Kept Secret"). The only thing that we "commiserate" about is why the rest of the personal computer world is satisfied with the operating systems it uses.

James Jones
West Des Moines, Iowa

Radio Modems

The article "Radio Modem Sends Shortwave" (July issue, page 5) provides a good overview of one aspect of digital communications. Thanks for publishing information about use of the airwaves and the emerging technology.

By providing the sources of such equipment, though, the article implies that the capabilities are available to the public. In fact, the transmission of such information is limited to licensed amateur radio operators ("hams") and is subject to Federal Communications Commission regulations.

In accordance with international regulations, the US Code prohibits the use of codes or ciphers, so the number of people active in computer shortwave listening has nothing to do with the absence of encryption.

J.M. Hastings
Kalamazoo, Mich.

Correction

In the Industry Watch announcement "WorldPort Portable Fax/Data Modem" (August issue, page 46), the retail price was incorrectly stated as $4,699. The correct price is $699. The phone number for the manufacturer, Touchbase Systems, is 516/261-0423.

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DEAR READER

As the post-World War II generation pushes into the fourth decade of life, attention is turning from spending to saving for good reasons: retirement looms and offspring wait in the wings for a college education. And, longer life expectancies require more income while almost guaranteeing forays into a medical care system where costs balloon out of proportion to the general economy. All are expensive propositions.

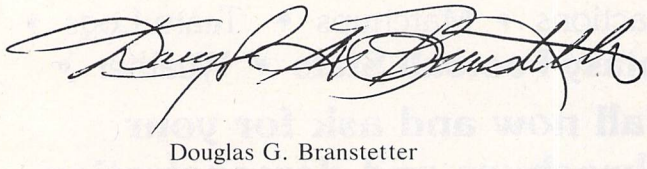
And, as the expenses rise, income prospects shrink in the face of inflation and changing economic patterns. Fat pensions are largely a thing of the past. Social Security is an excellent fallback if you're not particular about eating every day. And even modest levels of inflation—5 percent or so—seriously erode nesteggs left in ordinary savings accounts, a staple in addition to pensions for previous generations of American retirees.

In the United States, savings are now on the rise after years of notoriously low levels, among the lowest in the industrialized world. If you are one of many awakening to a serious interest in saving, investing and securing a sound financial future, you probably already realize there's more to it than tucking a portion of monthly income away into a passbook savings account (although a surprising majority of Americans still do just that). If you're younger, you may not have a pension plan where someone else calls the shots, but an IRA, Keough, or a 401(k) that requires some degree of personal financial planning, decision-making and risk assessment.

Whether you're just beginning a savings and investment program or have crossed the point where interest, dividends and capital gains supersede systematic savings as the main engine of growth, you'll find a wide range of useful and profitable financial information services and expert advice on CompuServe. This month, *Online Today* focuses on CompuServe's financial services and methods of managing your portfolio online: where to get expert advice online for *free*; how to research and choose money market funds, mutual funds, stocks, bonds and other instruments; how to track the performance of your investments—all of this and more beginning on page 12. Our author is Mike Pietruk, forum administrator of the highly-regarded CompuServe Investors' Forum.

If you're unfamiliar with or need a refresher course on using key online financial features, be sure to read this month's "How to Get the Most Out of CompuServe" column on page 8. Charles Bowen and David Peyton guide you step-by-step through the basics, including retrieval of stock quotes, historical data, financial news and more.

Remember, you don't need to pay a "financial advisor" to get more bang for your buck. Worthwhile financial experts can't afford to deal with individuals, and many so-called experts are simply salespeople who channel your funds into investments that load their commissions and may or may not be to your advantage. With a little research, planning and the timely edge offered by online services, you are your own best financial expert.



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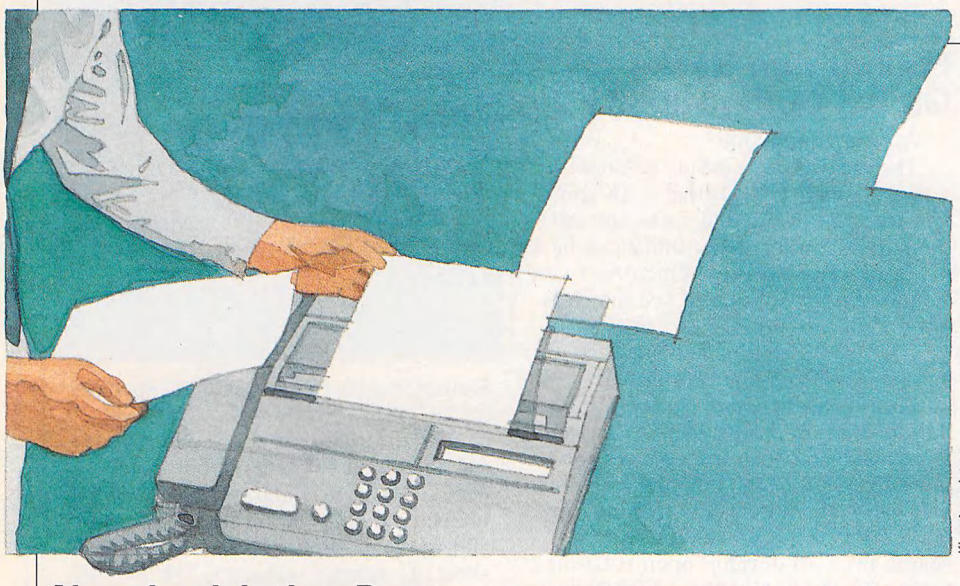


King Associates

New Legislation Bans 'Junk Fax' Messages

Not only is sending an unsolicited facsimile sales pitch impolite, but in some states, it is against the law.

At least two states have passed legislation this year specifically prohibiting the transmission of unsolicited fax messages, something that is fast becoming a new form of high-tech advertising. Known as "junk faxes," such messages are a nuisance to businesses and individuals who must pay for the expensive paper used to print them, as well as suffer the inconvenience of a fax machine that is otherwise occupied.

New laws in Connecticut and Maryland prohibit such transmissions. Those advertisers who want to risk it could face up to a $1,000 fine in Maryland and up to $200 in Connecticut for each unsolicited fax sent. Spokespeople for both states emphasized, however, that the law applies only to *unsolicited* fax ads. A preliminary phone call or letter by a sales representative asking permission to send more information by fax transforms that unsolicited and illegal message into an acceptable, legal one.

"If a manufacturing firm has an ongoing relationship with an aluminum-siding company, for instance, the law does not prevent the two firms from exchanging fax messages without a preliminary phone call," says Linda Leonardson, special assistant to Maryland Gov. William Donald Schaefer. The legislation is geared toward problems with the new technology that could arise in the future, rather than abuse occurring now.

John Sandberg, spokesman for Connecticut Gov. William A. O'Neill, says he doesn't see his state's bill as a detriment to business, and it won't affect the cost of sending a fax message. Leonardson agrees, although she admits that companies using fax machines for advertising will incur costs by having to make that preliminary call or send an introductory letter. Still, the goodwill they should achieve by not angering potential customers with junk faxes should more than compensate for the increased costs.

Interestingly, both laws did not receive the full support of the governors until the state houses in Hartford and Annapolis became the victims of "fax attacks." Opponents to the legislation sent unsolicited fax messages to major businesses in the two states asking them to register their opposition to the bill—by fax, of course. Not only were the governors' offices inundated with messages to the point that their fax machines were jammed for days, but many major businesses viewed the request to oppose the bill as a junk fax and sent their approval of the legislation to the governors' offices. In both instances, the fax attack backfired, and the governors realized the need for such a law.

Despite these laws, fax messages can still be used effectively for advertising. According to messages and recent conferences in CompuServe's Public Relations and Marketing Forum, faxes containing advertising are better received and the sales potential is greatly increased if they are preceded by a personal phone call—whether it's the law or not.

For more information on using fax messages effectively for advertising, consult the experts in the Public Relations and Marketing Forum (GO PRSIG). For the latest information on the fax capabilities of CompuServe's electronic mail, type GO MAIL and, at the ! prompt, type HELP FAX.

—Cathryn Conroy

Digital Imaging: The Future of Photography

"Digital imaging is the frontier of photography, but it is rapidly becoming a reality in our daily lives."

So read the opening lines of a conference on digital imaging held in CompuServe's Photography Forum on June 4. The guests were Fred Shippey, senior photography engineer of the Professional Photography Division at Eastman Kodak, and Gordon Kane, who is in charge of digital imaging systems at Dallas Photolab, the first lab in North America to install a complete digital imaging system.

The conference participants, including photographers from all over, learned that digital imaging has many faces. The one that most interests photographers is image manipulation, which enables them to add color to color, color to density or density to density, and to change the shape of a curve, among other things. "We can now put together a shot that was photographically impossible," Kane said. Or, as Shippey said, "You can put together an image the customer wants but that didn't exist."

Kane anticipates that within three years many photographers will have computers to work with their images. "It will put creative control back in the photographer's hands," he said. Shippey added, however, that developing second-generation originals will still offer many opportunities for commercial labs.

The first conference was so successful that a second one, held on June 18, reviewed the practical applications of digital imaging. Participants inquired about the future applications of artificial intelligence and about ethical and legal implications of the new technology, such as, "Is it acceptable to electronically remove a Coke can from a news shot?"

Transcripts of both conferences are available in Library 17 of the Photography Forum (GO PHOTOFORUM).

—Brian Monahan

'Cardshop' Catalogs Baseball Card Collections

Collecting baseball cards is a hobby that has become a big business. Interest has increased so much that a new section on the Coin/Stamp Forum has been opened for those interested in memorabilia of the national pastime.

The forum is where collectors can download a shareware program called Cardshop to help them keep track of their collections. According to Forum Administrator Dave Cunningham, a commerical version of Cardshop has many features for registered users, but is still helpful in the limited version available on the forum. (Coin collectors will find a similar shareware program for their collections.)

While baseball card collectors make up an ever-growing segment of the forum, you still get there by typing the names of two more widely known collectibles: GO COINS or GO STAMPS in time for the World Series.

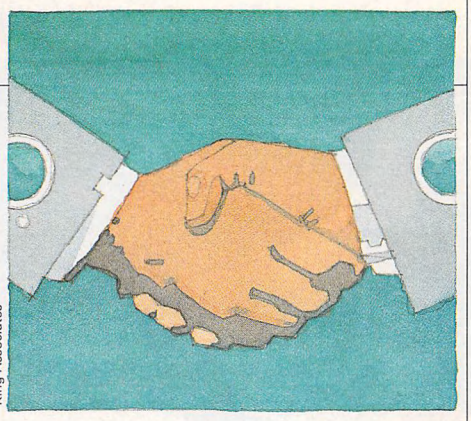
Foundation Seeks Global Compatibility

Are we compatible?

The answer has nothing to do with your personality but rather with your computer hardware and software. Although system incompatibility can be a major problem now, the Open Software Foundation is working to see that it is not one in the future.

OSF is a computer industry first. In an age of bottom-line, profit-making corporations, the Open Software Foundation is a non-profit company, established last year with the cooperation of more than 150 of the country's leading software vendors, system manufacturers, chip-makers, universities and research firms to develop open software technologies for Unix-based systems.

"Our mission is to develop an open environment that will provide a single, globally accepted standard for software applications that uncouples those applications from particular architectures or individual vendors' products," says



King Associates

Donna Ruane, public relations specialist for OSF.

The first product developed from this lofty goal made its debut in July. Called Motif, it is a graphical user interface that software developers can add to many applications, from spreadsheets to word processors. The idea is simple. Once Motif catches on, the graphical interface for a variety of programs will be the same, making all sorts of diverse software packages easier to use.

Motif and other software that OSF develops tries to solve three key problems software vendors run up against:

- Portability—the need to run the same application software on different vendors' systems;
- Interoperability—the need to have different vendors' systems work together transparently;
- Scalability—the ability to use the same operating system software on a variety of hardware types and sizes, from personal computers to mainframes.

The software developed by OSF is licensed to its members, who can then include it in their own product offerings. "Developers can spend less time on developing an interface and more time on creating an innovative software package," Ruane says.

But the real beneficiary is the end user. One of the biggest problems Unix users face is an unfriendly, even intimidating, interface. When that interface becomes easier to manipulate and doesn't change when different applications are used, it removes much of the drudgery and confusion associated with computers.

In other words, if OSF is successful, there will be more compatibility in the computer world.

For information, contact the Open Software Foundation, 11 Cambridge Center, Cambridge, MA 02142; 617/621-8700; 617/225-2782 (fax).

Information on Unix is available in the Unix Forum (GO UNIXFORUM).

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How to Get the Most Out of CompuServe

Using Online Financial Features

By Charles Bowen and David Peyton

Most early CompuServe members were drawn either to features for recreation (such as online games and the CB Simulator) or to those features intended for "serious computer hobbyists" (such as hardware and software forums and programming tutorials).

During the past few years, the number of modem users has grown dramatically. And one of the faster-growing segments has been the online business community, especially those members interested in access to instant investment data.

CompuServe's Money menu (GO MONEY) offers a range of surcharged databases, including those for retrieving the latest stock and bond quotes from the major markets and for checking financial news from various companies. The stock quotes services, reached from the Money menu or by typing GO QUOTES at any prompt, produces:

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8 Issue/Symbol Lookup
9 Instructions/Fees
Enter choice !
**********************************
```

The $ symbol at the end of some listed options means the database is a surcharged feature. However, some have non-surcharged examples.

Retrieving current quotes. One such service is the Quick Quote feature for retrieving stock quotations. When you select Option 1, the system provides this introduction:

```
**********************************
Quick Quote QQUOTE Quotes are delayed over 15 minutes. CompuServe does not edit this data and is not responsible or liable for its content, completeness or timeliness. DOW 30 was up 10.27 at 10:10 EDT Quotes are surcharged (7 cents each if the market is open, 2 cents if closed). Enter ticker symbols (i.e., HRB,SP 500), an asterisk followed by beginning of a company name (i.e., BLOCK), /H for HELP or /EXIT.
Issue:
**********************************
```

At the Issue prompt, enter a stock ticker symbol or a CUSIP number. You can have QQUOTE search for a ticker symbol by typing an asterisk (*) and any part of a company name. For example, if you type *INTER for International Business Machines, you see a list of more than 100 companies with INTER in their names. If you type *INTERNATIONAL, you see fewer; the more complete the supplied name, the smaller the resulting list and the closer you get to the company whose stock you want to study.

A surcharge is levied for every stock quote you get from this database, except the quote for H&R Block Inc., the parent company of CompuServe. By typing *BLOCK at the Issue prompt, you see something like this:

```
**********************************
Quick Quote
55 Issues begin with BLOCK
1 Market Indexes/Exchange Rates
2 Mutual Funds
3 Options
4 Stocks/Other
Enter choice or ALL!
**********************************
```

If you are looking for stocks, type 4 at this prompt and the system displays:

```
**************************************
Quick Quote
Ticker  Company Name                Issue
------  ----------------------      -----
  1     BLOCA BLOCK DRUG INC        CLASS A
  2     HRB BLOCK H&R INC
  3     BBEC BLOCKBUSTER
          ENTMT CORP
Enter choice !
**************************************
```

The ticker symbol for H&R Block is HRB, Option 2 in this example. Type the appropriate number and you are shown the most current quote, something like:

```
**********************************
Name BLOCK H&R INC.
Vol.  Hi/Ask Low/Bid Last   Change Update

210   31.000 30.500  30.750 -.500  10:06
**********************************
```

Getting news. A relatively new feature also links business news items. In Quick Quote, an asterisk at the end of a stock quote indicates that one or more of the major financial news wires posted news on the stock within the last 24 hours. To view a menu of this news, type /CONEWS at the Issue prompt. There is a $15 hourly surcharge to read the current news.

Looking up symbols. The system provides a non-surcharged database for looking up symbols and company names. Typing GO SYMBOLS brings you to this menu:

```
**********************************
CompuServe SYMBOLS
ISSUE/SYMBOL LOOKUP
1 Search for Company Name, Ticker
  Symbol, or CUSIP
2 List Bonds for Company ($W)
3 Menu of Available Indexes
4 Menu of Available Commodities
5 Instructions/Fees
Enter choice !
**********************************
```

From Option 1, you have several ways to search for symbols, including by company name, ticker symbol, CUSIP number and primary SIC code. A typical read-out is:

```
**********************************
Name: Grolier CUSIP No. Ticker SIC
---------- ---------- ------ ---
Exc. Issuer Name/Issue Description
--- ------------------ -----------
39878410 GLR 2731 N GROLIER INC
**********************************
```

Option 2 lets you search for bond information for a company. (The W symbol here and elsewhere on CompuServe means that the resulting data requires a full 80-character screen width for a proper display.) The system prompts for a name or symbol, then displays something like this:

```
**********************************
DIGITAL EQUIP CORP Ticker CUSIP
------------------ ------ -----
Issue Identifier Yield Price
----------------- ----- -----
DEC 94 253849AD NOTE 12.625%
4/15/94 11.050% $106.14
Recent Quality Ratings Standard &
Poor's: AA Moody's: AAA
**********************************
```

Artists Only

Historical stock data. While current stock quotes are useful for determining precisely when to buy or sell a security, for planning strategy you need to study the history of your prospects. CompuServe offers a number of databases for historical stock information, all of which operate about the same way.

You are prompted for beginning and ending dates for the period and for the names or symbols of the companies in question. In most of the historical databases you can view the information for H&R Block without incurring a surcharge.

The Issue Pricing History (GO PRICES) database provides the history of a single company in daily, weekly or monthly summaries. When you access the feature, you are prompted first with:

```
**********************************
Enter ticker symbols (i.e., HRB,SP 500),
an asterisk followed by beginning of a
company name (i.e., *BLOCK), /H for
HELP or /EXIT. Issue:
**********************************
```

After you enter a symbol or the name of a company, the system asks how detailed you want the information, with:

```
**********************************
(D)aily, (W)eekly, (M)onthly? :
**********************************
```

Once you have specified whether you want daily, weekly or monthly summaries of your stock, the system prompts for the starting date or number of periods from last pricing date and for the ending date (or you can press the Return key for last pricing date).

Here is a typical report for H&R Block for the first part of June 1989:

```
**************************************
BLOCK H & R INC CUSIP:
9367110 Exchange N
Ticker: HRB
```

Date	Volume	High/Ask	Low/Bid	Close/Avg
6/01/89	121,400	28 5/8	28 3/8	28 3/8
6/02/89	167,500	28 7/8	28 1/2	28 1/2
6/05/89	315,700	29 1/8	28 3/8	29
6/06/89	330,000	29 3/8	28 3/4	29
6/07/89	79,000	29	28 3/8	29
6/08/89	99,600	29 1/4	28 3/4	29 1/8
6/09/89	81,600	29 3/8	29	29
6/12/89	42,600	29 1/4	29	29 1/8
6/13/89	122,300	29 1/8	29	29
6/14/89	86,700	29 1/4	29	29 1/4
6/15/89	85,300	29 1/4	29	29
6/16/89	228,100	29 1/4	29	29 1/4
6/19/89	46,600	29 1/2	29 1/4	29 1/2
6/20/89	179,500	29 5/8	29 1/4	29 1/2
6/21/89	483,800	30 1/8	29 3/8	29 7/8
6/22/89	439,500	31 1/2	29 3/4	31 1/2
6/23/89	393,200	31 5/8	30 3/4	31 1/8
6/26/89	358,400	31 1/2	30 7/8	31 1/4
6/27/89	60,800	31 3/4	31 1/4	31 3/8
6/28/89	509,100	31 1/2	31	31 1/4

```
Prices Available: 11/22/76 through 6/28/89
**************************************
```

The database is surcharged at 5 cents for each historical quote displayed (over and above connect-time charges) and 2 cents for the most recent closing quote. Requests for weekly and monthly prices are similarly surcharged at 5 cents per quote displayed.

The Multiple Issues for a Single Day (GO QSHEET) database prompts you for the pricing date desired or allows you to press the Return key for information on the most recent date available. It then prompts you for the symbols or names of the companies of interest. The system also asks you to choose the items you want, including ticker symbol, volume, close/average, high/ask, low/bid or CUSIP number. The database is surcharged at 5 cents per issue unless the requested date is the most recent trading date. The most recent data is surcharged at 2 cents per issue.

Other relevant databases include:

- The Dividends, Splits, Bond Interest (GO DIVIDENDS), a dividend-distribution and interest-reporting service, prompts for the symbols or names of the companies, then the starting date or number of dividends from last dividend date and the ending date.
- Pricing Statistics (GO PRISTATS) provides information on performance summaries of individual stocks. Each issue displayed costs $1.25 beyond usual connect-time charges. This is true whether your request is for pricing statistics over a five-week or a five-year period. Your next request for pricing statistics, even if for the same company, is charged the same rate.
- Detailed Issue Examination (GO EXAMINE) offers even more information on specified stocks. It prompts for the symbols or names of companies. Each issue displayed costs $1.25 above usual connect-time charges. It provides data on options, equity, debts, warrants and mutual fund issues.
- Options Profile (GO OPRICE), a single-day options pricing service, prompts for the desired pricing date (or allows you to press the Return key for the most recent date available) and the symbols or names of the companies you want. Each issue displayed is surcharged at $1.25.

And this is not even half of the investment-related features. Other services provide information on commodity markets, investment analysis, company information and background, securities ratings, earnings projections and more.

Finally, administrators and members of some forums can help you explore the financial features. Of particular interest is the Investors' Forum, operated by Harry Knutowski, 76703,4214; Mike Pietruk, 76703,4346, an assistant vice president with Preferred Savings and Loan in Chicago; and West Coast computer consultant Larry Ettelson, 76701,202. For more information, type GO INVFORUM at any prompt.

Charles Bowen and David Peyton co-authored How to Get the Most Out of CompuServe. *Bowen's CompuServe User ID number is 70007,411. Peyton's is 76703,244.*

U P L O A D S

By David Peyton

The libraries in CompuServe's forums are filled with thousands of files. The following are a few of those uploaded to the libraries in recent months. For a more up-to-date list, check the weekly "Uploads" columns in the *Online Today Daily Edition* (GO OLT-3700).

AMIGA ARTS FORUM
(GO AMIGAARTS)

Mandelbrot Generator — Didkovsky's Mandelbrot Generator, a program for the Amiga coded for speed and using edge detection to eliminate the calculation of pixels inside the set itself. File MANDED (38,528 bytes) in Library 9.

AMIGATECH FORUM
(GO AMIGATECH)

File Compressor — Version 2.2 of Power Packer, a utility that compresses executable files by 50 percent. File PACKER.ZOO in Library 13.

ATARI ARTS FORUM
(GO ATARIARTS)

Drawing Aid — Version 2.2 of Art-ST, a full-featured drawing program, operates in all resolutions. Includes line drawing, squares, circles, area fills, text, cut-and-paste and fine pixel editing. File ARTST2.ARC (47,488 bytes) in Library 14.

ATARI PRODUCTIVITY FORUM
(GO ATARIPRO)

ST Benchmark — Version 1.4 of Quick Index, the ST benchmarking program, has four new categories. File QIX14.ARC (140,433 bytes) in Library 4.

BACCHUS WINE FORUM
(GO WINEFORUM)

Wine Database — Version 2.0 of Cellarkeeper, a wine cellar HyperCard system for the Macintosh. File CELLAR.SIT in Library 6.

BORLAND PROGRAMMING FORUM B
(GO BPROGB)

Graphics Toolkit — Borland Graphics Interface Toolkit gives you everything you need to create your own graphics drivers. Includes examples, a font editor and a number of font files including some that have not previously been included in any Borland product. Files BGIDRV.ARC (99,366 bytes), FONTS.ARC (87,786 bytes), BGIFNT.ARC (76,913 bytes), HERC.ARC (55,454 bytes) and VGA256.ARC (27,049 bytes), all in Library 0. The file that describes each of the .ARC files that make up the BGI toolkit is BGIKIT.TXT (9,724 bytes) in the same library.

IBM APPLICATIONS FORUM
(GO IBMAPP)

PC-TYPE — A major revision of PC-Type shareware from Buttonware. PC-TYPEII includes new features such as an easy-to-use menu interface; spell checking for alternatives; importation of PC-File and dBase data with improved searching, graphing, and editing of up to 10 different files in up to four windows; math, date and time, and more. Files TYPII1.ARC (340,306 bytes), TYPII2.ARC (196,385 bytes), TYPII3.ARC (298,350 bytes) and TYPII4.ARC (222,607 bytes), all in Library 2.

IBM COMMUNICATIONS FORUM
(GO IBMCOM)

File Transfers — New version of ZIP for fast transfer of files between two computers such as a desktop and a laptop, using a direct serial cable connection with a "null modem" configuration. Up to six times faster than a communications program. File ZIP130.ARC (14,592 bytes) in Library 2.

IBM HARDWARE FORUM
(GO IBMHW)

File Handler — A multifeatured disk utility that will recover erased (or deleted) files, alter file attributes, edit files and sectors directly, zero files for secure deletes and sort file names. Eight utilities in one program accessible from a single directory. DOS 4.0 compatible. Self-extracting file PMK-3.EXE (222,278 bytes) in Library 1.

INVESTORS' FORUM
(GO INVFORUM)

Customer Rights — Securities law attorney Mark J. Astarita discusses rights of a brokerage firm customer. Discussion includes how to uncover the background of the broker and the firm as well as remedies for when you feel you have been wronged. File RIGHTS.THD (23,485 bytes) in Library 15.

ISSUES FORUM
(GO ISSUESFORUM)

Face of Mars — Transcript of a conference in CompuServe's Conference Center with Richard Hoagland, whose most recent book *The Monuments of Mars*, explores the surface anomaly photographed by NASA's Mars Viking Mission resembling a human face. File HOAG.CO (36,058 bytes) in Library 10.

LEGAL FORUM
(GO LAWSIG)

Legal Forms — Approximately 50 legal forms. File includes quit claim deeds, lease renewal forms and letters of credit. No warranty expressed or implied. Check with state laws prior to using. File LEGALF.ZIP (77,917 bytes) in Library 6.

MAUG APPLE II/III FORUM
(GO APPLETWO)

Disk Formatter — A new disk accessory that will allow you to format disks from within any application that supports NDAs, such as Appleworks GS. File FORMTN.BQY (8,448 bytes) in Library 4.

MAUG APPLE VENDOR A FORUM
(GO APVENA)

Database Help — Optimize, a new utility from 4th Dimension for 1.0X databases, will create a new optimized .RES file that does not contain unused resources. File OPTMZE.SIT (17,920 bytes) in Library 2.

MAUG HYPERFORUM
(GO APPHYPER)

File Locator — Version 1.3 of Hyper File, a stack that assigns document numbers (by category) and keeps track of the physical location of documents in file cabinet. Will work with any kind of document. Allows entry of title, author, date, abstract or comments. Generates lists of documentation containing combinations of selected keywords and prints bibliographies of these lists. File HFILE3.SIT (49,664 bytes) in Library 3.

MAUG MACINTOSH ENTERTAINMENT FORUM
(GO MACFUN)

Asteroids Game — Star 'Roids, a shareware asteroids game for the

Macintosh with features such as black holes and guided missiles. File ROIDS.SIT (91,008 bytes) in Library 3.

MAUG MACINTOSH PRODUCTIVITY FORUM
(GO MACPRO)

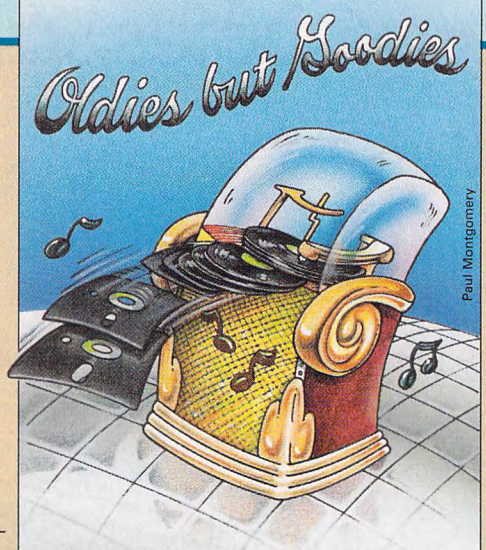
Text Modifier — Add/Strip modifies textfiles for easier formatting in page layout and word processing programs. Blank line control, expand tabs, add/strip carriage returns and line feeds, make paragraphs, force line widths, and replace characters. File ADDSTR.SIT (80,256 bytes) in Library 4.

MIDI FORUM
(GO MIDI)

Composers' Archive — An archived listing of recordings of music of 19th Century American composers including Paine, Foote, Chadwick, Loeffler, Beach, Converse, Carpenter, Parker, Gilbert, Hadley, MacDowell, Strong, Bird, E.B. Hill and D.G. Mason. File NE-REC.ARC (24,207 bytes) in Library 11.

MODEL 100 FORUM
(GO M100SIG)

Card Game for 100 — A program for the Tandy Model 100 that plays five-card draw poker. You play against three computer players. Instructions included. File POKER.200 (13,871 bytes) in Library 10.



Following is a list of files that have won the right to be called "oldies but goodies," either by the recommendation of forum administrators or by the number of downloads each file has received.

ATARI 8-BIT FORUM
(GO ATARI8)

Game of *Tron*—Battle the mindless minions of Sark in this implementation of the light cycle from the movie "TRON." File TRON.XMO (10,880 bytes) in Library 10.

ATARI ST ARTS FORUM
(GO ATARIARTS)

ST Arcade Game—*Azarian*, a game attacking base stars and homing mines for the Atari ST. File AZARIA.ARC (53,632 bytes) in Library 2.

AMIGA ARTS FORUM
(GO AMIGAARTS)

Jumpman* Game—Nakamoto*, a *Jumpman*-type game controlled by the cursor control keys. File NAKAMO.ZOO (48,256 bytes) in Library 4.

BACCHUS WINE FORUM
(GO WINEFORUM)

Wine List—A list of periodicals dealing with wine, including magazines and newsletters. File WINE.PUB (2,690 bytes) in Library 3.

BORLAND APPLICATIONS FORUM
(GO BORAPP)

Sidekick Answers—Textfile addressing questions about Sidekick Plus. File QNASKP (5,907 bytes) in Library 2.

BORLAND PROGRAMMING FORUM A
(GO BPROGA)

The Mouse Revealed—Mouse Mysteries focuses on text-base mouse programming and covers basic mouse interrupt calls. File CMOUSE.ARC (12,160 bytes) in Library 6.

CD-ROM FORUM
(GO CDROM)

CD-ROM Titles—An updated list of more than 300 CD-ROM titles, companies that produced the disks, the price update rate, system type and volume format. File TITLES.TXT (89,566 bytes) in Library 3.

COLOR COMPUTER FORUM
(GO COCO)

Snoopy Returns—A program that uses the play command combined with graphics and animation. File REDBAR.BAS (8,264 bytes) in Library 2.

GAMERS' FORUM
(GO GAMERS)

Tricks With *Zork*—Some fun tricks to try with Infocom's *Zork II*. File ZORK2.FUN (1,000 bytes) in Library 2.

IBM APPLICATIONS FORUM
(GO IBMAPP)

Readability Tester—PC-READ, a user-supported program that helps you determine the "readability" of what you write. File PCREAD.ARC (39,296 bytes) in Library 1.

IBM COMMUNICATIONS FORUM
(GO IBMCOM)

Help With Ports—Port Finder will display system type, bios date and responding COM or LPT ports. File PF2.ARC (8,101 bytes) in Library 2.

IBM HARDWARE FORUM
(GO IBMHW)

Disk Tester—Core's famous hard-disk performance test, compares your drive with a number of current machines and top performers. File CORTST.ARC (41,427 bytes) in Library 1.

IBM NEW USERS' FORUM
(GO IBMNEW)

File Unpacker—The program that extracts files from files archived with the ARC program. File ARC-E.COM (7,128 bytes) and ARC-E.DOC (11,429 bytes) in Library 2.

MAUG APPLE II/III FORUM
(GO APPLETWO)

Calculator Program—A high-resolution calculator with machine language speed, 15-digit display, 18 functions, auto constant, 10-level memory and instructions displayed. File EZCALC.EXE (15,345 bytes) in Library 1.

MAUG MACINTOSH ENTERTAINMENT FORUM
(GO MACFUN)

Arcade Game Challenge—*Into the Void* is a fast-paced arcade game. File IGGY2 (41,344 bytes) in Library 3.

TANDY MODEL 100 FORUM
(GO M100SIG)

Print Formatter—A simple output formatter for .DO files prepared with text on the Model 100. File PRINTR.100 (1,560 bytes) in Library 2.

TANDY PROFESSIONAL FORUM
(GO TRS80PRO)

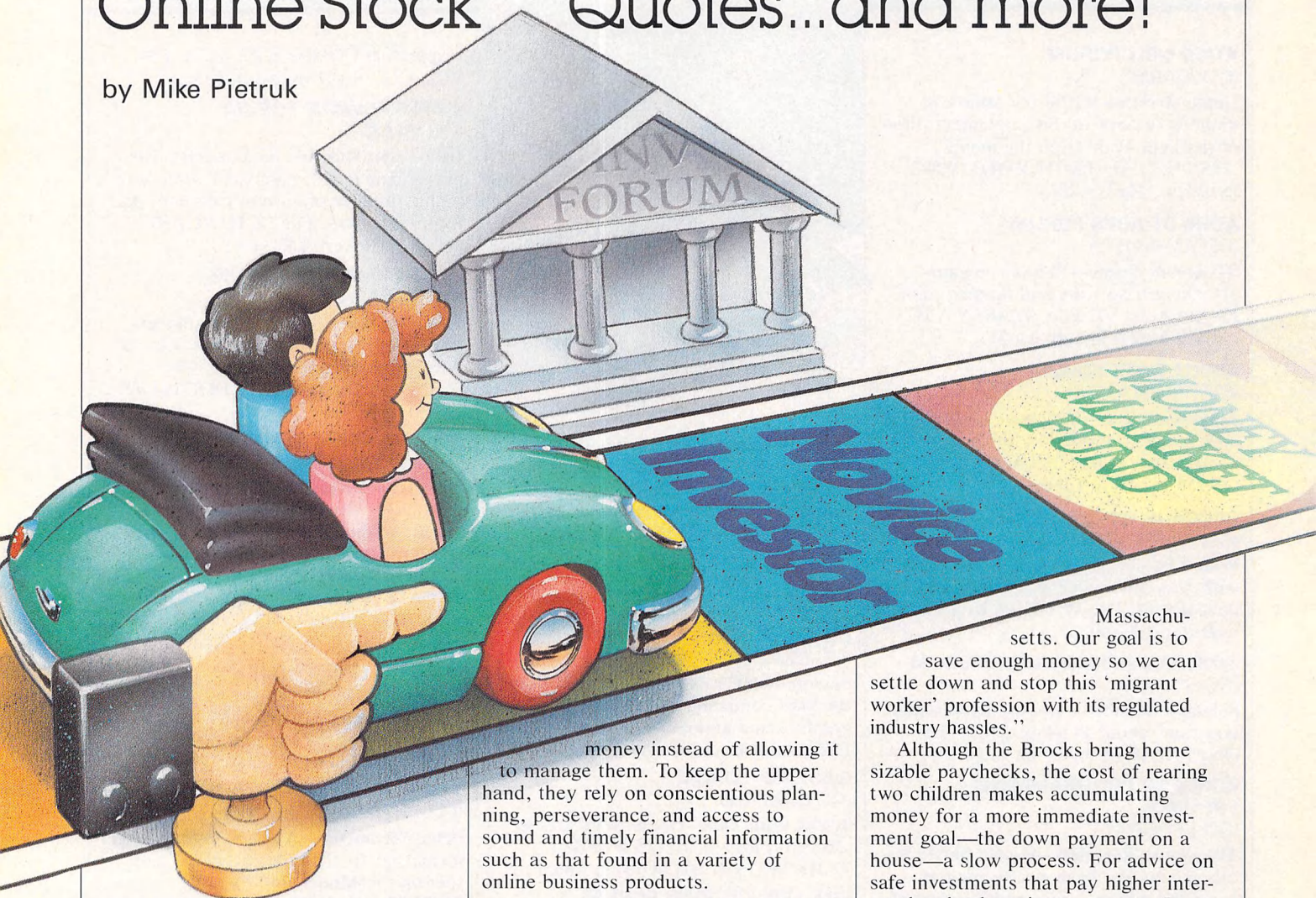
"Child" Fixer—Textfile solution to Tandy message "Cannot run as a child of BASIC." File CHILD.FIX (1,390 bytes) in Library 5.

David Peyton co-authored How to Get the Most Out of CompuServe. *His CompuServe User ID number is 76703,244.*

Make Your Move

Manage Your Financial Future with Portfolio Planning...Business Reports... Online Stock Quotes...and more!

by Mike Pietruk



For many people, setting aside money to achieve particular investment goals seems like a pipe dream. Others, who may also have only modest amounts to invest, are actively engaged in making their investment goals come true.

The difference between the successful investors and those who can't get their financial acts together is simple: Successful investors manage their money instead of allowing it to manage them. To keep the upper hand, they rely on conscientious planning, perseverance, and access to sound and timely financial information such as that found in a variety of online business products.

Money Market Funds Interest Novice, Conservative Investors

Janet Brock and her husband are upwardly mobile vagabonds: Both are Atlanta-based consultants who perform cost and scheduling analysis for electric utilities. "We've been here about a year," she reports. "Before that, we worked for consulting firms in Tennessee, Texas, New York, Michigan and Massachusetts. Our goal is to save enough money so we can settle down and stop this 'migrant worker' profession with its regulated industry hassles."

Although the Brocks bring home sizable paychecks, the cost of rearing two children makes accumulating money for a more immediate investment goal—the down payment on a house—a slow process. For advice on safe investments that pay higher interest than bank savings accounts, Janet Brock turned to the Investors' Forum (GO INVFORUM). The result: "A number of people in the forum suggested that, as new investors, we should be conservative and look into mutual funds."

A money market fund is a mutual fund that aims to pay its depositors higher than bank rates by investing in safe, highly liquid securities, including

bank certificates of deposit, corporate commercial paper, US government securities and repurchase agreements. Money funds make these high interest securities available to the average investor for a minimum deposit, in some cases, of as little as $1,000 or less.

The keywords here for investors—especially those with limited resources—are "safe," "liquid" and "minimum deposit." Another advantage to mutual funds is that they provide instant diversification—some funds invest in as many as 200 stocks. Other advantages include professional management and simplified record-keeping. Instead of multiple stock statements, investors receive one statement for all of the stocks in the fund.

"There are mutual funds to meet every conceivable investment objective," says Philadelphia-based financial planner Christine Dattilo, who is a firm believer in the "buy and hold" strategy. "I'd recommend a diversification of 60 percent stocks, 30 percent bonds, and 10 percent in real estate, precious metals or a good energy fund."

Bob Suit, a systems analyst in Virginia Beach, Va., whose portfolio includes mutual funds, agrees that they are good investments. Although he's happy to let the experts pick his funds' stocks, Suit does not subscribe to the "buy and hold" theory. "I use a lot of market timing, so I manage the funds more actively than the typical investor," he explains. "I try to be in the market only at times I believe conditions are right, so I stick to more volatile funds that tend to move faster than the market averages."

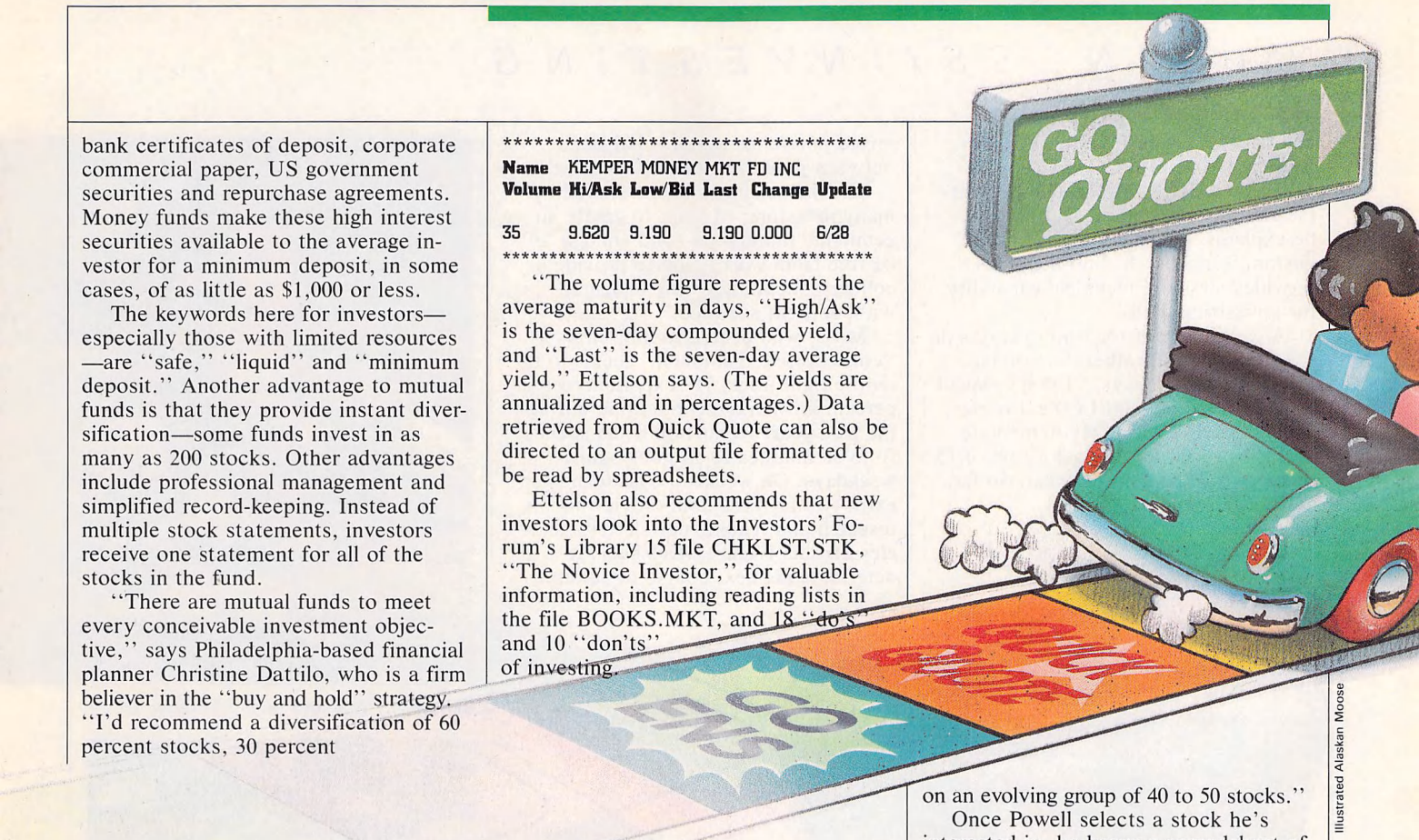
One way to track the daily performance of mutual funds is through Quick Quote (GO QQUOTE), a surcharged current quotations service. Investors' Forum Administrator Larry Ettelson uses this example to show how to interpret a typical fund quote retrieved in Quick Quote: Kemper Money Market Fund, symbol KMMXX as found in the Symbols Locator program Lookup (GO LOOKUP):

```
**************************************
Name    KEMPER MONEY MKT FD INC
Volume Hi/Ask Low/Bid Last  Change Update

35     9.620  9.190   9.190 0.000   6/28
**************************************
```

"The volume figure represents the average maturity in days, "High/Ask" is the seven-day compounded yield, and "Last" is the seven-day average yield," Ettelson says. (The yields are annualized and in percentages.) Data retrieved from Quick Quote can also be directed to an output file formatted to be read by spreadsheets.

Ettelson also recommends that new investors look into the Investors' Forum's Library 15 file CHKLST.STK, "The Novice Investor," for valuable information, including reading lists in the file BOOKS.MKT, and 18 "do's" and 10 "don'ts" of investing.



Illustrated Alaskan Moose

Experienced Investor Develops System for Tracking Stocks

After getting three years of serious investing experience under his belt, Jerry Powell, a Texas-based technical writer, developed his own system for tracking stocks. Before that, Powell belonged to an investment club in Wilmington, Del., affiliated with the National Association of Investors Corp. The goal of NAIC (GO NAIC), which has 2,000 affiliate clubs, is to educate long-term investors on how to select and purchase stock in quality companies.

Through NAIC, Powell learned about the principles of successful long-term fundamental investing. These basic tenets, outlined in the NAIC Forum Library 2 file PRNCPL.TXT are: invest regularly, reinvest your earnings, invest in growth companies and build a diversified portfolio.

When Powell and his wife moved to Texas last year and left the investment club behind, Powell developed his own set of screening criteria. "I discovered I could learn a lot about a corporation from the buys and sells of its officers and directors," Powell explains. "I subscribe to *Vickers Weekly Insider Report* and The Institute for Econometric Research's newsletter, *The Insiders*, which help me do the initial screening on an evolving group of 40 to 50 stocks."

Once Powell selects a stock he's interested in, he keeps a spreadsheet of data to help track when and at what price insiders were buying the stock, volume changes, price/earnings ratio, yield and other variables. "I set my own buying range for a stock based on the range of the insider transactions," he explains. "I never buy a stock for more than the highest insider transaction. This prevents me from jumping on an overpriced bandwagon or chasing a fad."

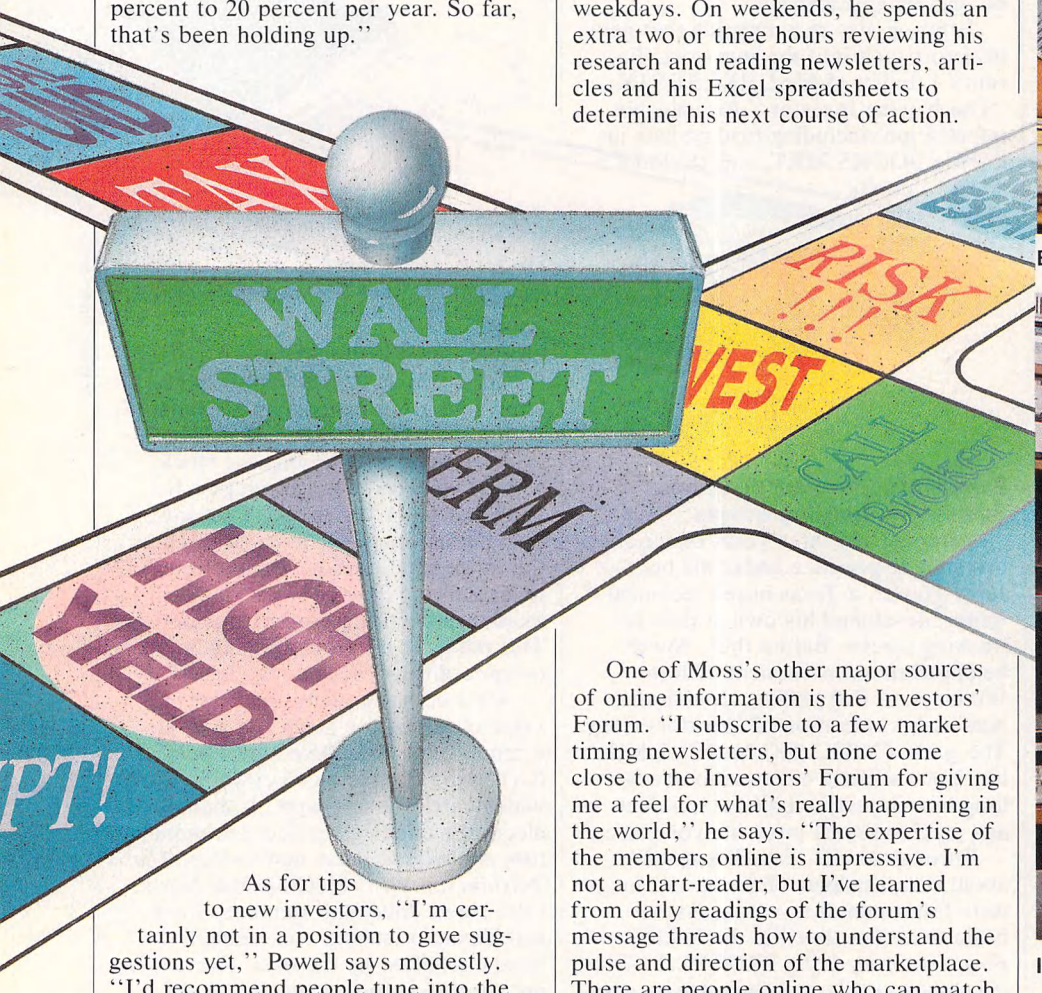
After he has bought—or is on the verge of buying—a stock, he adds its symbol to his Executive News Service (GO ENS) clip file as a keyword. ENS, which carries a surcharge, is a unique electronic clipping service that monitors Associated Press news wires, *The Washington Post*, McGraw-Hill News, OTC News Alert and Reuter's Financial News for stories containing keywords specified by the user. The stories are clipped as they come across the wires and held in electronic folders so they can be read later.

ENS plays a key role in Powell's strategy: "The clippings help me monitor the stock's price fluctuations based on publicly released information, which I try to correlate with the reported insider transactions and their dates."

Powell also uses MetaStock Professional, a software package from Equis, and TechniFilter Plus from RTR software for stock tracking. Demos for this commercial program for IBM PCs and

compatibles are in Investors' Forum Library 9 files MSPCGA.ARC AND MSPEGA.ARC. "MetaStock provides me charts to 'visualize' all my data," he explains. "With its sophisticated custom formulas, TechniFilter Plus provides me more technical capability for optimizing data."

A cautious investor who operates on solid information rather than on gut reactions, Powell says, "I don't expect to make a killing, and I expect to pay some dues as I learn. My immediate goal is to shoot for at least a gain of 15 percent to 20 percent per year. So far, that's been holding up."



As for tips to new investors, "I'm certainly not in a position to give suggestions yet," Powell says modestly. "I'd recommend people tune into the Investors' Forum and ask the real experts there."

'Conservative Risk-Taker' Seeks Opinions, Camaraderie Online

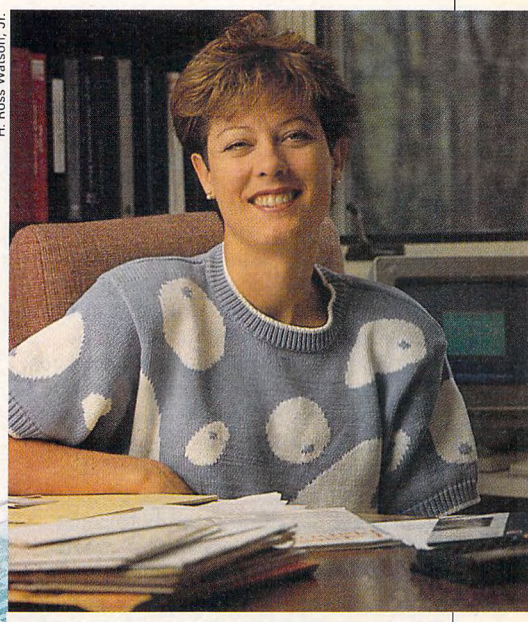
Entrepreneur John Moss sells advertising nationally through Moss Broadcasting Communications for syndicated radio shows produced in New York City. Because he works alone out of his home "with just the Macintosh" for company, he has flexibility when it comes to finding time to manage his mixed portfolio, which is balanced between growth stocks and income.

His financial goal is one shared by many investors: "I want to create an economic foundation solid enough to be free from worry, and to provide a college education for my daughter without great sacrifice."

Moss, who describes himself as a "conservative risk-taker," seems to be on the right track. He experienced a 23 percent growth in his portfolio during the past year. To nurture it, he spends from 30 minutes to an hour online weekdays. On weekends, he spends an extra two or three hours reviewing his research and reading newsletters, articles and his Excel spreadsheets to determine his next course of action.

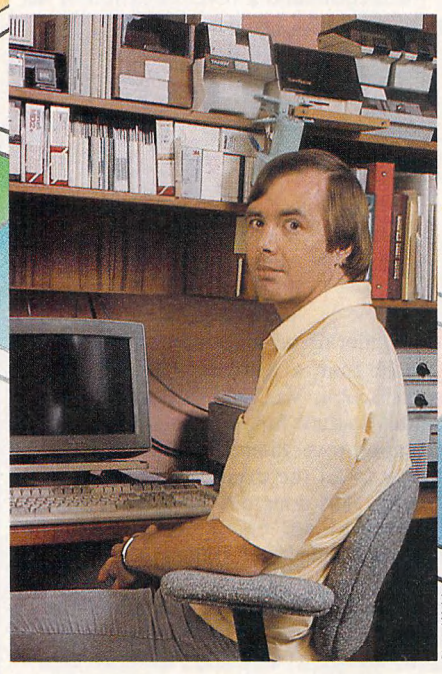
One of Moss's other major sources of online information is the Investors' Forum. "I subscribe to a few market timing newsletters, but none come close to the Investors' Forum for giving me a feel for what's really happening in the world," he says. "The expertise of the members online is impressive. I'm not a chart-reader, but I've learned from daily readings of the forum's message threads how to understand the pulse and direction of the marketplace. There are people online who can match head-to-head the best of the published market-timers."

Another online source of fundamental analysis of the markets and the economy is Money Market Services (GO MMS), a multinational corporation specializing in financial and economic research. Through MMS, a surcharged product, users have access to a series of economic reports released daily, weekly and biweekly that provide investors a worldwide view of the markets. Of special interest to investors is



H. Ross Watson, Jr.

Believer in 'buy and hold' strategy: *Dattilo*



Clem Webb

Invests in sound information: *Powell*

Economic Briefings, which contains two sections:

- Quarterly Economic Data: A biweekly examination of GNP and Flow of Funds figures released or revised usually around the middle of each month. This report contains a breakdown of the GNP data by sector and analysis of key components. MMS's expectations of upcoming releases are explained in detail.
- Monthly Economic Data: This section contains a schedule of real sec-

Garry Burdick

Creating a solid foundation: *Moss*

tor economic statistical releases for the coming weeks along with the MMS forecast for each and a breakdown of the data. Indicators covered include retail sales, consumer price index, housing starts, consumer credit, personal income, producer price index and unemployment.

Tips for Selecting and Following a Mutual Fund

How should investors go about choosing among the hundreds of available mutual funds? A practical approach is to first consult the No-Load Mutual Fund Association's Directory (GO NOLOAD), which enables the investor to search for funds that meet his designated criteria and provides the services and features desired.

Once you have narrowed the field to a manageable number, do a return analysis (GO RETURN) to compare the funds' past performances against one another, against the stock market in general or against any other security you like. Many prefer looking at a chart of their potential investments. This can be displayed online using Price/Volume Graph (GO TREND) or offline with any number of software packages and historical net asset values obtained from MicroQuote's Pricing History (GO PRICE) database. Daily closing quotes are carried in Current Day Quotes (GO QQUOTES), and fund distributions such as payouts of dividends and fund earnings are posted in Dividends, Splits and Bond Interest service (GO DIVIDENDS).

Another excellent mutual fund guide is *Donoghue's Money Fund Report*. Known as the bible of the money market industry, this rating service is available as a part of News-A-Tron (GO NAT), which reports weekly on the 50 highest-yielding funds in the areas of tax-free, general purpose and government-only money funds.

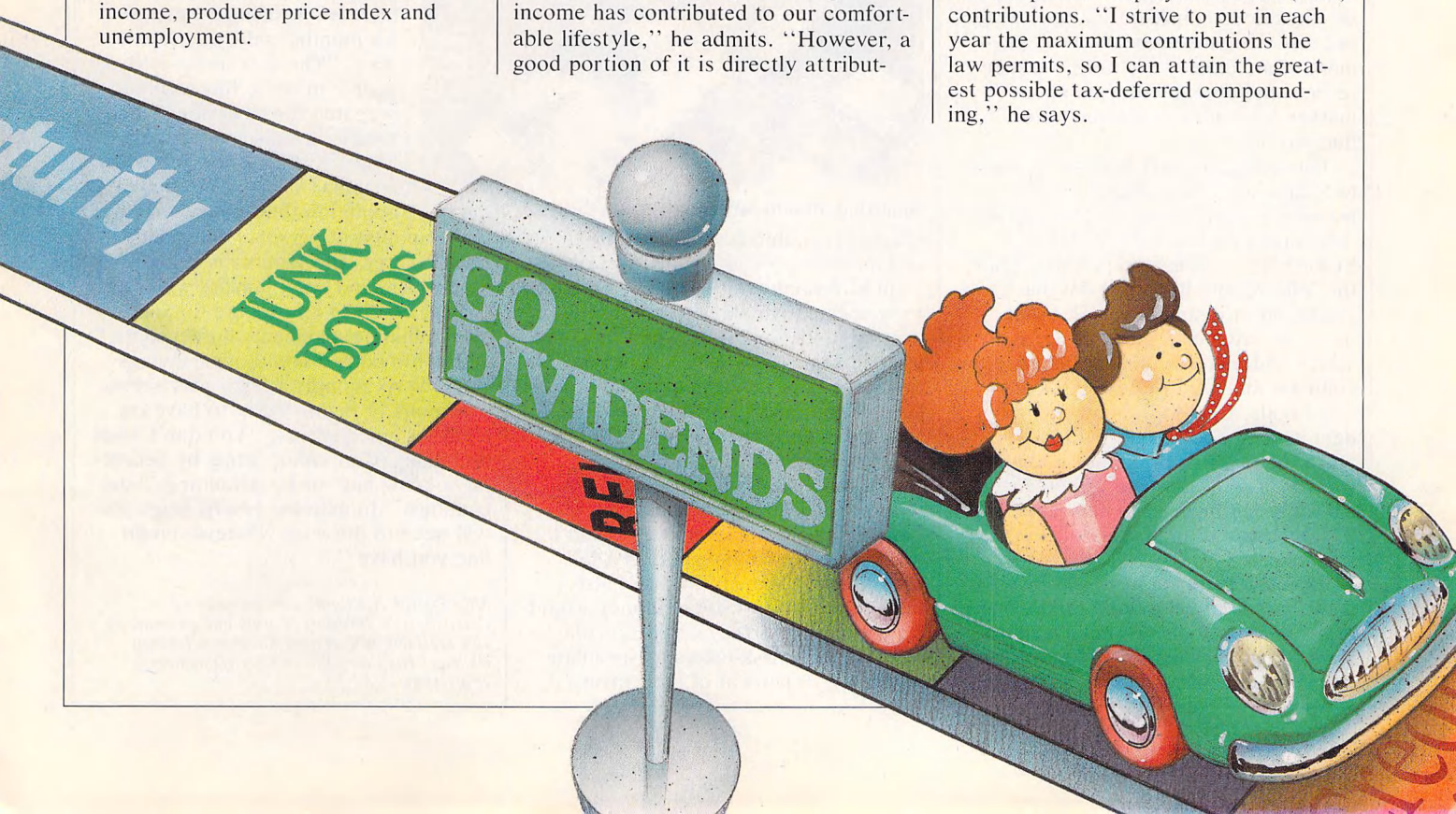
—MP

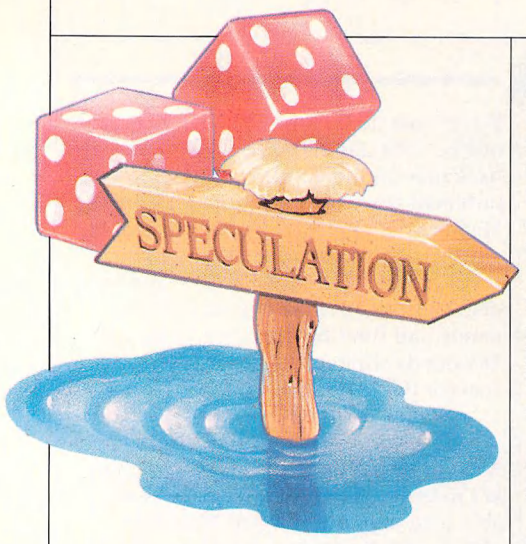
Investor Planning for Retirement Shifts Financial Priorities

Because of wise financial planning, Jack Peterson is contemplating the kind of retirement most people only dream of. This Milwaukee-based consultant and college professor and his wife will soon move to his newly constructed 4,000-square-foot mansion in the mountains east of San Diego.

"Obviously, pulling down a good income has contributed to our comfortable lifestyle," he admits. "However, a good portion of it is directly attributable to a lifelong savings program. Sure, having made profitable stock and mutual fund purchases has been important. Far more significant has been regularly committing new money to my investment accounts."

The backbone of Peterson's program is a handful of tax-sheltered plans, including a professorial pension at Marquette University plus his Keogh and Simplified Employee Pension (SEP) contributions. "I strive to put in each year the maximum contributions the law permits, so I can attain the greatest possible tax-deferred compounding," he says.





To further prepare for what he calls "semiretirement," Peterson is gradually shifting assets into more traditional retirement securities such as bonds and utility stocks. Peterson's shifting of assets is a smart move, says financial planner Dattilo, who emphasizes the importance of diversifying away from long-term investments as retirement approaches.

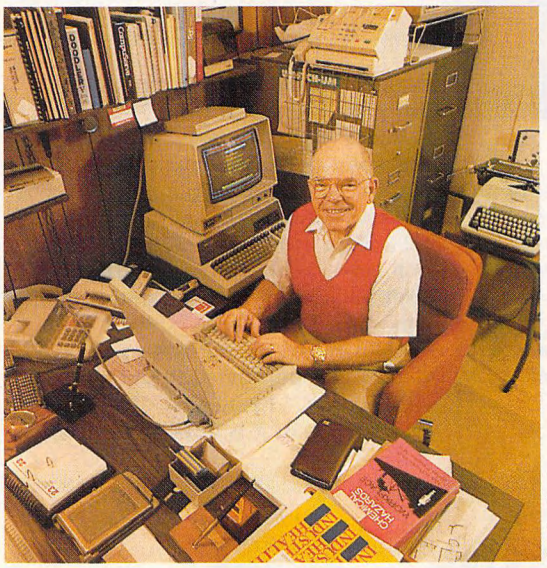
"The focus as retirement nears should be toward bonds and away from equities," she explains. "At 60 years and older, I'd maintain a minimum of 60 percent of investments in bond funds. At 65, because of the new Medicare surcharge tax, make sure those bond funds are tax-free. Annuities are worth serious consideration at this age because the guaranteed monthly payment of an annuity can help you plan retirement without worrying about market conditions or interest rate fluctuations."

One quick method Peterson can use to locate appropriate items for his retirement portfolio is the Securities Screening program (GO SCREEN). SCREEN, a surcharged product, scans the MicroQuote historical database to search out investment vehicles that meet the investor's specified yield, safety and maturity needs. Included are common and preferred stocks, corporate bonds, US government agency debt and, of course, mutual funds. Once the investor prints out a report from SCREEN, on- and offline analytical tools can be used to determine the mix best suited to an individual's portfolio.

Because Peterson's present investment base rests on mutual funds, one of his favorite tools has been a shareware program called DIVERS.ARC, which he downloaded from Investors' Forum Library 5. Developed originally for personal use by Thomas E. Duce, DIVERS.ARC is an efficient portfolio diversifier for mutual funds. It analyzes the mean-variance-covariance (Markowitz model) of a list of funds to estimate the efficient frontier and mixes that minimize risk for a desired return. "This program has given me a whole new perspective on portfolio management," says Peterson. "Duce is a regular visitor to the Investors' Forum and he encourages recommendations for enhancements."

Most Successful Investors Avoid Speculation

Although these successful investors are at different life stages, their outlook on accumulating wealth is surprisingly uniform. All consider building an investment portfolio a long-term affair. For this reason, they tend to shun speculative vehicles such as options and commodities. Bob Suit's investment philosophy is typical: "I reserve truly speculative plays to my discretionary funds, and only when they are in good shape," he says. "I never touch the core investment money for speculation, and I only gamble when I have no major expenses such as medical bills pending."



Paul Damien

Realizing 'dream retirement': *Peterson*

Dattilo believes Suit's policy is a wise one. "I have a difficult time recommending speculation in any field the investor is not employed in as a full-time trader," she says. "But I also understand that to some, money would be no fun unless they could speculate. I advise these risk-takers to speculate with only 10 percent of their invested monies, and not to leverage that 10 percent beyond one-tenth of their net worths."

Walter Kovler, a stockbroker and vice president at Shearson Lehman Hutton, also believes the long-term approach is best. "Wealth-building requires patience and discipline," he says. "Too many people are greedy—they're looking for the home run instead of being content with hitting a succession of singles. That's why I urge my clients to diversify among high-quality companies with good earnings prospects. Their sights should be set on the years ahead."

Jack Peterson adds that even those who are sitting pretty should still be cautious. "Now that my wife and I are living comfortably, I can afford to speculate a bit. Still, I limit it to a small portion of my portfolio. If young people building their portfolios looked at speculation in this light, they would be far better off."

Finally, advises Dattilo, be sure to keep part of your nest egg readily available. "The common rule-of-thumb is that you should have at least three months' salary in cash-equivalent reserves prior to considering other riskier investment alternatives," she reports.

"However, two factors in today's economy call for an increase in savings equal to six months' salary," Dattilo says. "The first factor is that people must be financially prepared for recessions when layoffs increase and it takes longer to find a new job with a similar salary. The second condition that impacts savings is the amount of personal credit individuals carry. This number is at an historical high, and many families with little reserve credit to rely on are finding even minimum payments burdensome."

Dattilo adds that although savings equal to six months' salary may seem enormous, it is important to have on hand for emergencies. "You don't want to damage your credit rating by becoming a 'slow pay' or by defaulting," she cautions. "In extreme emergencies you will need to draw on whatever credit line you have."

Mike Pietruk is a forum administrator of CompuServe's Investors' Forum and an assistant vice president of Preferred Savings & Loan in Chicago. His CompuServe User ID number is 76703,4346.

Feature Links Current Quotes, News

Successful investors know that what's happening on Wall Street is closely tied to what's happening in the rest of the world. That's why keeping up with the news is every bit as important as keeping up with the numbers.

To make comparing the impact of news on market figures easier, investors who access Quick Quote (GO QQUOTE), Portfolio (GO PORT), Ticker Retrieval (GO TICKER) and Options Profile (GO OPRICE) can now choose to have immediate access to news about the company issuing the stock they're checking on without logging into another area. "Current News" can be viewed for a $15-per-hour additional surcharge from any of these products' top screens. The news is made available through Reuter's Financial News, McGraw-Hill News and OTC NewsAlert.

In Quick Quote and Portfolio, both surcharged services, the availability of Current News is indicated by an asterisk. In Ticker Retrieval, a surcharged service displaying a menu of the information available for the requested company along with the current market quote for the company's common stock, a new menu option (17, "Current News") has been added. In Options Profile, a surcharged service listing all options currently trading on a given common stock of market index, a small message indicating the availability of Current News is shown at the bottom of the displayed report.

To access Current News in Quick Quote, Portfolio and Options Profile, simply type /CONEWS at the first prompt to view a listing of the news stories found about the company on which you're presently viewing stock data. To access news in Ticker Retrieval, select menu Option 17 at the "Enter Choice!" prompt.

The news stories listed in Current News in all products are subgrouped under ticker symbols and numbered for easy access. To return to the pricing service you've logged into after viewing Current News, press the Return key or type /M at the menu prompt.

Financial Database Update Schedule

CompuServe receives financial data from many information providers to keep you as current as possible with the ever-changing marketplace. Today's news of corporations, commodities, and market and economy data can be found in the financial products listed here. Use this table to determine when new information is available, and at what time it is posted.

	Day Available	Time
Standard & Poor's Online	Tuesday	08:00 PM EST
Disclosure II	Saturday	12:00 PM EST
Value Line	Thursday – biweekly	08:00 PM EST
I/B/E/S Earnings Estimates	Sunday	12:00 PM EST
MicroQuote Historical Prices		
Stocks, Bonds, Options	Daily	06:00 AM EST Following Morning
Indicators, Exchange Rates,	Daily	06:00 AM EST Following Morning
Mutual Funds	Daily	06:00 AM EST Following Morning
Dividends/Splits	Daily	06:00 AM EST 2–9 Days After Announcement
Current Quotes Database		
Stocks, Options	Daily	Throughout the day
Foreign Exch. Rates	Twice Daily	Appx. 03:00 PM & 07:00 PM EST
Mutual Funds (NAVs)	Daily	07:00 PM EST Same Day
Commodities Database		
Closing Prices	Daily	07:30 PM EST Same Day
Cash, Volume, Open Interest	Daily	07:30 PM EST Next Day
MMS International		
FEDWATCH	Friday	08:00 PM EST
Debt Market Reports	Daily	08:00 PM EST
Currency Market Reports	Daily	08:00 PM EST
Equity Market Reports	Daily	08:00 PM EST
Economic Briefings	Biweekly	08:00 PM EST
Economic Indicators	Monday – biweekly	08:00 PM EST
Quarterly Econ Report	Monday – biweekly	08:00 PM EST
News-A-Tron Market Reports	Twice Daily	Appx. 10:00 AM & 04:30 PM EST

Financial Services Q&A

Forum administrators and Customer Service representatives receive a variety of questions about online financial products and services. Following are some of the most common.

Q: Can I examine surcharged products free before using them?

A: Yes, by typing GO HRB at any Issue or Company prompt, you can gain access to otherwise surcharged databases. Using HRB, the ticker symbol for H&R Block, CompuServe's parent company, enables you to look closely at particular surcharged financial products, experiment with report formats or examine what products are available. You pay no surcharge but normal connect-time charges still apply.

Q: Where can I find comprehensive information about mutual funds?

A: A good place to begin is in the No-Load Mutual Fund Association database (GO NOLOAD), where a menu-driven directory permits scanning for funds that meet your specific investment objectives. To order a fund prospectus, select Option 6 from the NOLOAD main menu, or check the list of toll-free numbers if you prefer to phone in your order.

To compare fund performances, see Return Analysis (GO RETURN). For historical pricing information, check into Single Issue Historical Pricing (GO PRICES). For daily closing prices showing net asset values, see Current Day Quotes (GO QQUOTES). For information on dividends of the various mutual funds, see the Dividends, Splits and Interest service (GO DIVIDENDS). If your terminal is equipped with graphics software that produces price/volume charts, type GO TREND for a graphic presentation of a fund's performance over a specified period of days, weeks or months.

Q: How can I retrieve current and historical pricing data from Quick Quote in a format that automatically prepares it for use with popular spreadsheets such as the Lotus 1-2-3 spreadsheet I use with my IBM PC?

A: Type GO QQUOTE and then /OUTPUT when you are prompted for ticker symbols after logging on. The /OUTPUT command tells QQUOTE to prepare the data for spreadsheet use. When prompted for a file name, you need to specify a file with a .PRN extension (for example, STOCKS.PRN) to use the file with Lotus 1-2-3. QQUOTE then returns to its usual mode of operation by prompting you to supply ticker symbols. When you are finished, no report will appear on the screen because the numbers—which are now ready for your spreadsheet—are in your .PRN extension file.

To get the numbers into your spreadsheet, you must transfer the file from the online disk storage to your IBM PC, by using CompuServe's online file transfer program, FILTRN. After typing GO FILTRN, select a protocol, such as CompuServe's B or Quick B protocols, and specify "download" as the transfer direction. Then select the ASCII file type setting. CompuServe gives you a message when downloading is completed. Log off, start up your Lotus 1-2-3 and import the .PRN extension file.

Q: What can I do if I forget a ticker symbol I need to obtain stock information after I have logged into Single Issue Historical Pricing (GO PRICES) or one of the other current or historical financial database products?

A: *NAME comes to your rescue if at the Issue prompt you type an asterisk (*) followed by the first several characters in the company's name. In addition to providing ticker symbols for common stocks, *NAME—which is available in 17 financial services—enables you to look up CUSIP numbers and descriptions of bonds, options, market indexes and mutual funds without leaving the program you are using.

Q: How can I calculate how long it will take to download a file from one of the financial forums?

A: Factors that affect how long a file transfer will take are the speed of your transmission, the input/output speed of your hardware, block size used by your communications program, the network you use to access CompuServe and the number of people online at the time of the download. To estimate how long it will take a download with your equipment, note the time it takes to download a small file of about 3,000 characters, then use that figure to estimate the time required for larger files.

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Select the Right School

Peterson's Database Simplifies Academic 'Rite of Passage'

by Cathryn Conroy

Choosing a college used to automatically mean a time-consuming "rite of passage"—poring over handbooks, browsing stacks of catalogs, attending college fairs and visiting perhaps a half-dozen campuses. While these methods are helpful, Peterson's College Database on CompuServe can provide such comparative information on specific colleges in less time and with virtually no legwork.

An electronic version of the renowned *Guide to Four-Year Colleges* and *Guide to Two-Year Colleges*, Peterson's College Database (GO PETERSON) is published annually. This searchable database, however, is more than a mere listing of colleges. It is designed in such a way that it forces the student to think critically and to question exactly what it is he or she is looking for in a university. For example, what location, size and setting should it be? Does it offer solid programs in a special field? What sports programs are available? What are the admissions policies?

More than 3,100 accredited or approved US and Canadian colleges granting associate and bachelor's degrees are included in this database. Information, which comes directly from college officials or catalogs, is updated annually to keep it accurate. Students can pinpoint their selection based on more than 500 characteristics arranged in 19 basic categories, including location, level of study, campus setting, majors, sports, housing, costs, campus life, enrollment patterns and financial aid. When the list of colleges is whittled down to a manageable number, in-depth information on each can be retrieved.

When Sarah Johnson was entering her senior year at Seneca Valley High School in Germantown, Md., she knew she wanted to go to a small college and study some area of health sciences. Although she did not necessarily have to stay in Maryland, she didn't want to be more than a day's drive from home. Peterson's College Database helped her select the right school.

When she first looked at the menu of characteristics, she zeroed in on those features she knew she wanted: a small, four-year college or university that offered a number of health science majors, including sports medicine. With just those features, the list was narrowed from 3,100 to 51.

Now Johnson had to think about what she wanted from a school. Naturally, cost was important, especially because her older sister was also in college. She selected what she thought would be reasonable charges for tuition, fees, room and board, and the system responded with a list of 16 colleges. Finally, she added the requirements of a small-town setting in the Mid-Atlantic region. After spending a total of 10 minutes online, Johnson received listings of two colleges meeting all of her criteria: Salisbury State in Salisbury, Md., and Lock Haven University in Lock Haven, Pa.

Johnson is now a freshman at Lock Haven studying health sciences.

"Peterson's offers advantages over more traditional sources," says Eric Suber, manager of database publishing at Peterson's. "First, it's a real time saver. In a few minutes on CompuServe, you can do a search that could take hours, or even days, with a book.

Suber admits that students who know they want to go to a school in their home city can probably manage with a book, but once a number of factors become important—such as finding a school within a wide geographic region and having several specific majors and certain sports—the electronic search method is more efficient.

Best of all, Peterson's can expand a student's horizons. No longer does he or she have to rely solely on the school guidance counselor or relatives for help. Peterson's helps students make the decision in a logical, rational way.

Peterson's College Database carries a surcharge of $6 per hour or 10 cents per minute. Johnson's search cost just $1 in surcharges, significantly less than the price of a college guidebook.

What the college catalogs, guidebooks and databases don't say can be found in the Students' Forum (GO STUFO) where prospective college students can talk informally with students already attending college, making it easy to get answers to questions on dorm life, college food, the Greek system and spring break. High school students can leave a message indicating an interest in a particular school in Section 2 of the forum and address it to ALL. In addition, they can check the file COLLEG.STU in Library 2 for a list of students and the colleges they attend. These students can be contacted through the forum or via EasyPlex.

Cathryn Conroy is a contributing editor of Online Today. *Her CompuServe User ID number is 70007,417.*

IQuest: Higher Education Gateway

by Cathryn Conroy

IQuest, CompuServe's gateway to more than 850 databases, offers information useful to students preparing for college or pursuing post-graduate work.

The Educational Resources Information Center (ERIC) covers the field of education. Students can search topics on adult, career and vocational education as well as on colleges, college preparation and college entrance exams.

Those seeking information on master's and doctoral programs should check GRADLINE, a full-text database providing descriptions of all post-baccalaureate programs and schools offered by all accredited institutions in the United States and Canada.

D&B—Dun's Electronic Directory of Education—contains directory information on two- and four-year colleges and graduate schools as well as on secondary schools. Each record includes such details as school name, address, phone number, names of key personnel, enrollment, expenditures per student, and the types and number of microcomputers.

Detailed information on more than 8,000 financial aid grants is listed in the GRANTS database. Updated monthly, the funding programs listed cover all academic disciplines as well as performance and programmatic grants in the arts, humanities, and social and physical sciences.

Finally, the Educational Testing Service Test Collection offers current information on many educational tests and evaluative instruments. Students can use the database to look up descriptions of tests they may need to take before entering a school or an educational program.

To access any of these databases, type GO IQUEST.

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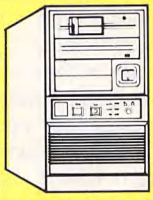

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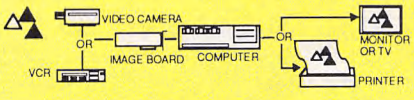

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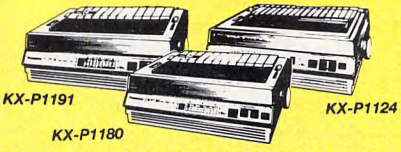

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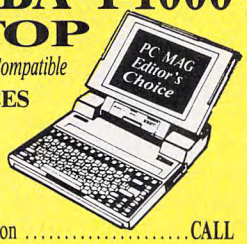

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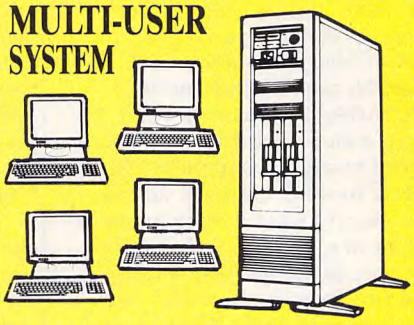

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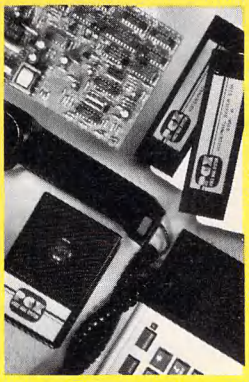

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Satisfying Special Needs

Forum Fills Gaps for Learning Disabled with Programs, Tips

by Randy Rendfeld

Chronic health conditions hinder 17.4 million Americans between the ages of 18 and 69 in their jobs or businesses. Functional illiteracy affects another 26 million. Add to those the 4,413,000 students reported as handicapped, of which 1,922,000 were classified as learning disabled.

Meanwhile, some urban school districts report 25 percent to 50 percent of their students at risk of failing academically. Add those involved in transitional employment or vocational education, to parents, educators, software developers, researchers and other professionals who are trying to help combat these problems and you've got an idea of the scope and audience of CompuServe's IBM/Special Needs Forum (GO IBMSPEC).

"Today, there are systems that talk, listen, teach, communicate and translate for the user," says Chris Gray, assistant forum administrator. Those systems include speech synthesizers, voice-recognition software, keyboard emulators, Braille computer printers and attachments capable of enlarging information on a computer screen up to 16 times normal size.

"People don't know what's out there," Gray says. "They don't know that there are educational programs to help people learn to read, or to help children with their math skills, or that can speak, or translate to large print or Braille, or that can be accessed perhaps by voice."

Gray says that providing information about these things and the role IBM PC and compatibles play is a focus of the IBM/Special Needs Forum.

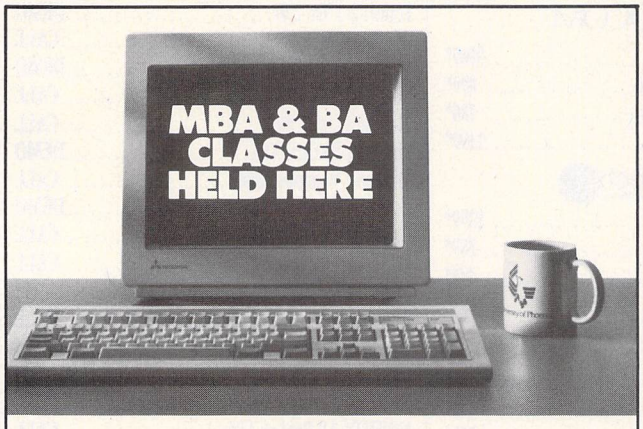
Gray and Forum Administrator Georgia Griffith say that while many elementary schools still are deeply involved with Apple II computers, IBM PCs and compatibles are getting more attention from educators. Both say the IBM PC is better suited to the needs of the handicapped.

Griffith, who is deaf and blind, was an Apple IIe user until she found that many of her Apple applications would not adapt easily to Braille. She turned to IBM and found it much easier to customize for her own needs.

The IBM/Special Needs Forum began as Section 17 on CompuServe's Education Forum. Its growth was so great that a new forum was created. Both forums are managed by LINC Resources.

LINC, an independent, non-profit organization, was founded in 1977. It began working under contract with the US Department of Education and now works closely with the IBM National Support Center in Atlanta. LINC operates under contract with IBM.

"Our mission is primarily to provide resource information to various educational groups," says Chuck Lynd, LINC director of information services and forum administrator of the Education Forum. One of LINC's activities is linking the research and development community with software publishers



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and distributors. Another is publishing *The SpecialWare Directory*, which offers information on software for special needs students.

"We have probably the best array of services for handicapped users, bar none," Lynd says of the forum. "And we have the potential for a lot more educators to discover this."

Volunteers and tutors would be considered educators, as would employees offering educational job skills. "It doesn't have to be in your stereotypical local school building," Lynd says.

The human-to-human contact makes the IBM/Special Needs Forum a friendly and unique resource. "You've got people on there scanning the message board to provide firsthand recommendations, saying, 'I actually used this program, and I found it to be effective with this kind of student'," Lynd says. "The ability to connect with other people who share your interest—administrators, teachers or parents—that's what is great about this medium.

"You can't access the forum or any CompuServe forum without finding some kind of expert opinion," Lynd says. "And often you're going to meet other users who are in the same shoes."

While forum administrators and LINC staff members can answer many information requests, sometimes they refer inquiries to sources with more expertise.

Griffith recalled a recent forum discussion involving ways to make teachers aware that the blind must learn to read and be literate, not simply listen to tapes. Participants concluded that a Braille tutorial was needed. Software developer Peter Bergler offered to help.

Bergler, director of software applications at Microsystems Software, Framingham, Mass., develops software, called HandiWare, for the handicapped. The company, founded in April 1989, uses the forum to research users' needs. Some of Microsystems' products are available as shareware in the forum, including what Bergler calls a "Sticky Keys" utility, allowing a person typing with a mouthstick to better use the keyboard.

But forum visits are not always motivated by handicaps. Jim Scherer, a CompuServe member in Richmond, Ind., simply wanted to wean his school-aged grandchildren away from their video game habit.

"I was concerned that they needed some intellectual stimulation," Scherer says of his grandchildren. "By the time school was out, they were spending almost all of their non-school hours playing games. This was a way to get them involved in something else."

Scherer gave the kids a bare-bones IBM PC with two diskette drives and a monochrome monitor. He plumbed the forum's libraries for educational software and put programs on bootable disks. His plan worked. The kids shunned the video games and instead turned to math and language arts programs.

Randy Rendfeld, formerly an education reporter, is a free-lance writer and a bureau news reporter for The Muncie (Ind.) Star. *His CompuServe User ID number is 76004,1470.*

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The Attraction of PC MagNet

Readers Talk Back, Network with Computer Cognoscenti

by Maura J. Mackowski

A few years ago, Chris Barr, an editor of *PC Magazine*, set out to make that magazine's published utility programs readily available to readers via a personal computer-based system. The readers liked the extra service, but soon the magazine had eight computers and 44 telephone lines running 24 hours a day on each coast. "We were totally saturated with requests and people couldn't even get through," recalls Barr.

Ziff Communications Co., publisher of *PC Magazine*, then turned to CompuServe to provide a happy ending to the tale of customer service run awry. PC MagNet (GO PCMAGNET) was the result, providing the service and eliminating busy signals and, in many cases, long-distance charges.

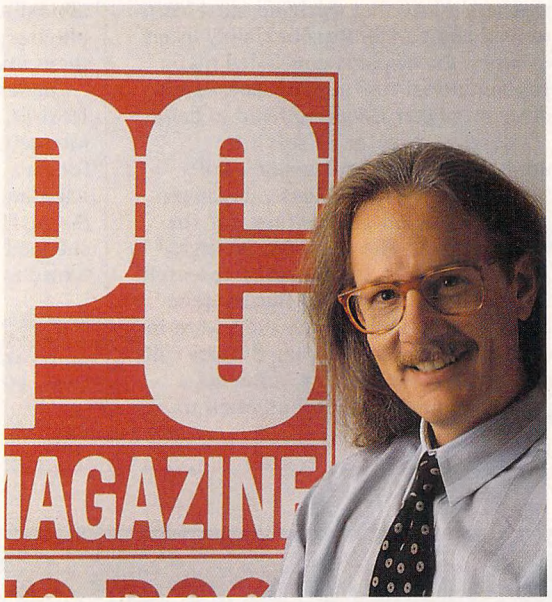
It's been a year since PC MagNet has been online, and the story's still not over. Utility programs were just the beginning—now readers are talking back, sharing information, researching products and even waxing philosophical about modems, movies and marriage.

"During this first year, we've had more than 80,000 online users," reports Barr, manager of PC MagNet. "We now have 1,400 files in the "Utilities/Tips" section, and Computer Database Plus gives access to 130 periodicals." (Select Option 7, "Computer Library," for information on Computer Library and Computer Database Plus, or type GO COMPLIB at any CompuServe prompt.)

"The Programming Forum is one of the top places to talk with the cognoscenti," agrees Bill Machrone, editor of *PC Magazine*. "The Editorial Forum is where we see the broadest action and where I spend most of my time, carrying on ongoing conversations about articles in the magazine."

Four forums offer members at all levels of expertise the chance to engage in a little online give-and-take.

"At first I thought I'd just look, since I'm not a computer professional," says Montreal psychiatrist Maria Lilia Martinez, "but it didn't take long to realize that the members and forum leaders are down to earth. I like the Editorial Forum best. It's nice to 'hear' writers comment on their columns, and the relaxed atmosphere encourages spontaneity."



Building an interactive magazine: *Barr*

Joe Salemi uses his time on PC MagNet to keep abreast of industry happenings. He's an East Coast software analyst and a sysop in the Programming Forum. "I have had a CompuServe account and have been a *PC Magazine* reader since 1983 or '84," he explains. "I just dropped in PC MagNet and the opportunity to have a conversation with some of my favorite writers was too good to pass up. The columnists in the Editorial Forum expand on topics they can cover only briefly in the magazine. If I have a question, I can post it and a few hours later get an answer."

California consultant Edythe Harrison confesses to having spent one weekend responding to 100 messages from forum participants.

"I don't even download any of the utilities," admits Harrison, who has 17 years' experience with mainframe computers. "My favorite section is the Editorial Forum, because I can question a writer about what he or she said in a column and get a reply. "You realize that they're 'regular guys'," she adds. "It demystifies the industry."

Future plans for PC MagNet include making things even easier for users, according to Barr. "We're bringing on a new database that's an index to *PC Magazine*," Barr says. "Readers will be able to find the reference they need with no surcharge and then go to their own library or download what they need. We're also developing a new communications software called PC MagCom."

Barr says a new downloadable index is available in Library 9 of the Utilities/Tips Forum (file PCM88.EXE). The self-extracting file contains the Computer Library *PC Magazine* Reviews for 1988, and is a subset of Ziff's Computer Library on compact disc.

Machrone says that Ziff Communications is considering setting up similar online services for its other periodicals, and predicts also that more and more magazines will look to online interactive reader services.

"An online service cannot replace printed publications," Machrone says. "But it sure can enhance them."

Maura J. Mackowski is a free-lance science and business writer based in St. Louis. Her CompuServe User ID number is 76004,2243.

PC MagNet Forum Guide

Here's a quick guide to the forums on PC MagNet.

- **Utilities/Tips Forum** members can download utility programs that make life with your personal computer easier. Share advice, hints and help. GO PCM:UTILFORUM
- **Programming Forum** members who write their own software or modify existing programs can pick up tips to make life easier, or they can just debate the mysteries of the programming universe. GO PCM:PROGRAMMING
- **Editorial Forum** members can dig into a topic through a conversation with a *PC Magazine* author, or eavesdrop as writers and editors explain their opinions or share tips they've unearthed in preparing product reviews, columns and feature articles. GO PCM:EDITORIAL
- **After Hours Forum**: Kick off your shoes, let your hair down and address life's truly important issues. Should you go see "Star Trek V" this weekend or flip for "Batman"? When will we be able to produce a good holodeck? Share your thoughts and solve the world's problems. GO PCM:AFTERHOURS

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Apple II Answers Online

by John Edwards

Locating an Apple II, II Plus, IIe, IIc or IIgs system is a relatively easy task, but finding programs and support for the world's oldest living computer line can be tricky and time-consuming. CompuServe can help. Here's a handy list of software companies represented on CompuServe and their Apple II-compatible products. Just type the appropriate GO command and get ready to receive answers to your most perplexing Apple II questions.

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
ACTIVISION Aliens; Black Jack Academy (II); Crossbow; Draw (II); Draw Plus (II); Ghostbusters; Great American Cross Country Road Race; Hacker 1; Hacker 2; Last Ninja (II), Little Computer People; List Manager Plus (II); Maniac Mansion; Might and Magic; Music Studio 2.0 (II); Paint, Write, Draw (II); Paintworks; Paintworks Gold (II); Postcards (II); Rampage; Shanghai; Teleworks Plus (II); Writer's Choice Elite; Term Paper Writer; Star Rank Boxing II; Star Glider; Firepower; GFL Championship Football; GBA Championship Basketball; Sky Travel	Apple Vendor A Forum GO APVENA
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ASHTON-TATE CORP. dBase II (CP/M)	Ashton-Tate Forum GO ASHFORUM
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FIRST CLASS PERIPHERALS The Sider	Apple Vendor A Forum GO APVENA
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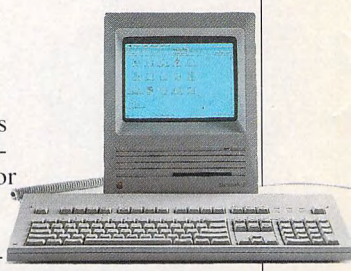
MICROSOFT CORP. Multiplan (CP/M); Microsoft COBOL (CP/M); Microsoft FORTRAN (CP/M); Microsoft BASIC	Microsoft Connection GO MSOFT Microsoft Applications Forum GO MSAPP Microsoft Systems Forum GO MSSYS
MONOGRAM SOFTWARE Dollars and Sense	Monogram Software GO MONOGRAM
SOFTWARE PUBLISHING CORP. PFS: Graph; PFS: File and Report; PFS: Workmates; PFS: Write	Software Publishing Forum GO SPC
STONE EDGE TECHNOLOGIES INC. DB Master 5; DB Master Professional	Apple Vendor A Forum GO APVENA
WORDPERFECT CORP. WordPerfect 1.1; WordPerfect (II)	WordPerfect Support Group GO WPSG

John Edwards, an Apple II user, is a contributing editor of Online Today.

GO Online for Macintosh Help

by Maura J. Mackowski



Macintosh users have an exciting assortment of vendors and help sources on CompuServe. Whether you need advice on a particular software package or would like to browse through software libraries in search of tips and tutorials, the many Mac forums are at your command. Besides those listed here, help and advice can be shared on the many Apple Users Groups (GO MAUG) online.

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CREATIVE SOLUTIONS MacForth Tools	Creative Solutions Forth Net GO FORTH
DENEBA SOFTWARE Canvas 2.0	Apple Vendor B Forum GO APVENB
FIFTH GENERATION Powerstation, Suitcase, The Ancient Art of War	Apple Vendor A Forum GO APVENA
JASIK DESIGNS MacNosy	Apple Vendor B Forum GO APVENB
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NANTUCKET CORP. McMax	Nantucket Forum GO NANFORUM Nantucket Reference Center GO NANTUCKET
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SUPERMAC TECHNOLOGY Pixel Paint 2.0, Pixel Paint Professional, DataFrame 20, Spectrum/8 Series II, Spectrum 24, Superview SE, Superview II, Sentinel, DiskFit, SuperSpool, Super LaserSpool, Network DiskFit, Speedcard.	Apple Vendor B Forum GO APVENB
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SYMANTEC CORP. SUM, THINK's Lightspeed C, THINK's Lightspeed Pascal, MORE II, MacSQZ, ThinkTank, Just Enough Pascal, HFS Navigator, Pascal, Las Spread, CAPPS'	The Symantec Forum GO SYMANTEC
T/MAKER CO. ClickArt, WriteNow, QuickLetter, Findswell, Spellswell	Apple Vendor B Forum GO APVENB
WORDPERFECT CORP. WordPerfect for the Macintosh	WordPerfect Support Group GO WPSG
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Maura J. Mackowski is a St. Louis-based free-lance writer and MacPlus owner who specializes in business and high-tech topics. Her CompuServe User ID number is 76004,2243.

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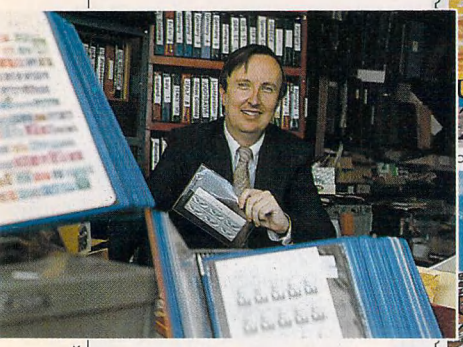

Garry Burdick

Examining the multitude of collectibles: *Cunningham, New dinosaur stamps*

Everything's Collectible

Hobbyists Discuss Unlimited World of Collecting in Forum

by Holly G. Miller

Stamps, coins and baseball cards are in a dead heat in the United States, but watch out for miniatures; they're gaining momentum. Books are big, quilts are coming on, and Jim Beam bottles have a small but vocal following.

"The number of collectibles is huge," says Dave Cunningham, administrator of the Coin/Stamp Forum, online since May (GO COINS or GO STAMPS). "Collecting is one of the basic human instincts, and whether they think of themselves as collectors or not, a large percentage of the American population collects something."

Stamp collecting is the most popular hobby worldwide, with 22 million collectors in the United States and millions more around the world, according to the US Postal Service. Cunningham counts himself in that number. He leans toward British Commonwealth stamps, although he also has a penchant for Canadian coins, picture post cards, baseball memorabilia "and almost any collectible under the sun." In his job as a Connecticut-based stamp and coin dealer, he can recognize and put a value on more than a quarter of a million items. He's a generalist who helps others to specialize.

"If you were going to be a general collector of the world," he says, "you would have more than a million items. So, you restrict what you're looking for by country, by period or by topic." For example, a person who likes to sail could collect famous ships on stamps. Or, people with an Eastern European heritage might want to collect Estonian stamps.

Cunningham envisions the Coin/Stamp Forum helping the youngster who wants the world, the veteran who covets the single missing item to make his collection complete, the agent who represents serious collector-clients, and the dealer who hopes to deplete a surplus by swapping with other dealers. The forum eventually will attract at least a 60-40 ratio of men to women and a large number of people who are collectors first and computer users second, Cunningham estimates.

"The vision is that of the world's largest stamp and coin club," he says. "It's a blend of everyone from beginner to expert."

Among the forum's most enthusiastic boosters is Martin Richardson, chairman of the American Philatelic Society's Computers in Philately committee. The 103-year-old APS, the largest organization of stamp collectors in the United States, recognized the logical link between stamps and computers six years ago. That's when Richardson's committee was formed.

Several of the committee members are CompuServe members and go online frequently to transfer information. With the establishment of the Stamp Forum on CompuServe, Richardson says, "the wishes of many members have been answered, and the modem population among our group should increase."

Richardson stresses that stamp collecting is truly a visual hobby and that one of the forum benefits is the opportunity to study stamp design. A special library, "GIF and Technical," has been set aside just for graphics questions. Assistant sysop and technical expert Jay Ferron oversees the area.

"What is happening is that some of the new issues from around the world are going to be presented as GIF graphics files, and people will be able to see the stamps on their computer screens," says Cunningham.

If there is a downside to the Coin/Stamp Forum, it is the enormous scope. A quick skim of the membership directory confirms the lack of limits on the hobby of collecting. Among items in demand are diecast cars, Czech perfume bottles, paperweights, Olympic Games programs and even bullion. A separate section for baseball cards was created within a month of the forum's debut, and other specialties are expected to emerge. The challenge for Cunningham and Ferron is to serve the huge variety of interests represented.

"The fact is, as people get online, and as the forum expands, it will probably evolve into a family of related interests," says Cunningham. "It's a matter of growth. We'll wait and see. It isn't a matter of leaping out of the head of Zeus fully grown."

Holly G. Miller, a free-lance writer and college professor from Anderson, Ind., is a contributing editor of The Saturday Evening Post *and* Indianapolis *magazine. Her CompuServe User ID number is 70007,2345.*

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'New Age' Elements Converge Online

by David Peyton

Tarot cards, meditation, crystals, ancient religions, the Harmonic Convergence of 1987. All are facets of a singular ascending body of thought called the New Age.

Because it encompasses a myriad of beliefs, there seems to be no concise definition of the phenomenon. However, Dr. Donald McKim, administrator of the Religion Forum (GO RELIGION) and a Presbyterian minister from Berwin, Pa., says most New Age viewpoints have an orientation toward earth and nature.

"Most of the thought deals with naturalism, the uses of the earth and anticipation of a kind of unification of humanity, a time of universal congruence," McKim says. "In many instances, New Age people use ancient religions and rituals in a sort of reversion to a primitive stage."

The Religion Forum features a message section and a library devoted to the New Age and its related topics. It contains more than 100 textfiles including:

- The transcript of a conference on July 12, 1987, with guest Dr. Jose Arguelles, organizer of the famous Harmonic Convergence. NEWAGE.CO.
- Transcripts of various "channeling" sessions held in forum conferences. SHARON. CON, AUG10.CON and JONFAR.CON.
- A list of books on paganism, "magick," Tarot and other topics. BOOKS.LST.

Charles Biddy, proprietor of New Age Resources (GO NAR) in CompuServe's Electronic Mall, has studied various aspects of New Age thought for 40 years and believes it goes beyond what is generally defined as religion. "The New Age is a new paradigm that calls for individual responsibility for the betterment of mankind," he says.

His store offers products like these:

- Books and cassettes on Avatar, the basics of the philosophy of Creativism as developed by Harry Palmer.
- A book and videotape about T'ai Chi Chih, which was developed by Justin F. Stone.
- *The Fountain of Youth,* a book discussing the six rites practiced in the monasteries of Nepal.

Biddy is always searching for other New Age interests of CompuServe members and encourages visitors to his Mall store to write to him in the feedback area of New Age Resources.

Windham Hill recording artists are considered pioneers in New Age music. Windham Hill and associated labels—including Windham Hill Jazz, Recordings for Children and Open Air—are featured in The Electronic Mall (GO WH).

Windham Hill has been around longer than the term New Age, according to Patty Belknap, director of alternative sales and marketing for the record company, based in Palo Alto, Calif. "The record company began in the 1970s. "Windham Hill still doesn't tag its music 'New Age,' though we know some New Age people say much of our music is just that. We have a wide variety of music, ranging from jazz to pop."

McKim believes the staying power of New Age thought is based, in part, on the high-tech age in which we live. "In some senses, it's a reaction to the pressures of modern life."

David Peyton co-authored How to Get the Most Out of CompuServe. *His CompuServe User ID number is 76703,244.*

NRA Members, Others Exchange Fire in Forum

People who are fired up about gun control and safety—on either side of this often-explosive issue—can exchange opinions and advice in an online atmosphere of friendly camaraderie in the National Rifle Association (NRA) section of CompuServe's Great Outdoors Forum (GO OUTDOORS).

Jim Baker, director of governmental affairs for the NRA's Institute for Legislative Action, says the NRA went online in early March to better serve its members. "As more people acquire and use personal computers, there will be more opportunities to use CompuServe," says Baker. "The real value of personal computers and the networking of CompuServe for organizations such as the NRA in the 1990s will be accurate, almost instantaneous exchange of information—a key component to any grassroots organization."

Baker says the Great Outdoors Forum allows the NRA to quickly exchange information on legislative issues, firearms education, technical data and membership services. One such service was the posting on the forum of a 900-service telephone number that members could call to send a telegram to their elected representatives in Congress, voicing their opinion on pending firearms legislation. "As we become more familiar with CompuServe, we hope to add similar services," says Baker.

Tom Loeb, a forum regular, a sales representative with Sun Microsystems in southern California and an active trapshooter, says, "The Great Outdoors Forum gives me the opportunity to meet, argue with, share information and learn from a group of people as diverse in their views as you could imagine. There is a great deal of heated give-and-take on just about any topic."

Rich Emmings, forum administrator in charge of the Firearms section, reports increased attendance at the forum conference on firearms each Thursday at 10 p.m. Eastern time in Room 14. "We hope to have some NRA executives as guests for future conferences," he says.

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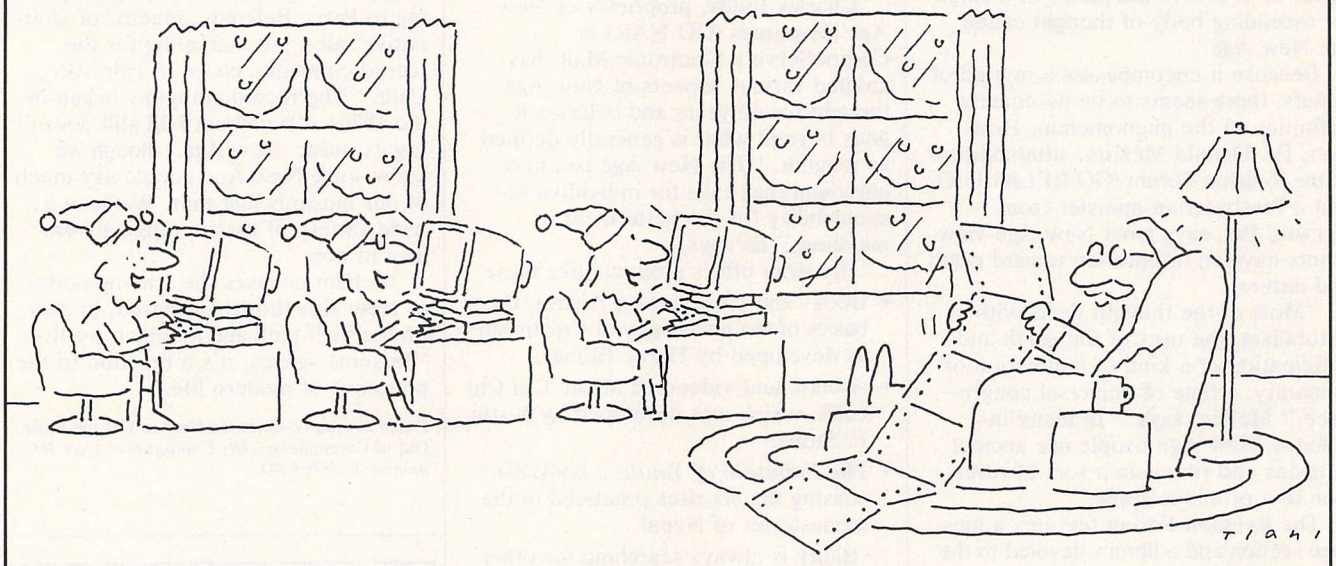

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Ford Motor Co. Drives Toward 21st Century

by Cindy Morgan

Larry Dale, marketing programs specialist for Ford Motor Co., predicts interactive media will play an increased role in the auto manufacturer's marketing efforts in the decade ahead.

"Online services allow us to reach potential car buyers in the comfort of their homes," says Dale. "By using network services such as CompuServe, we can provide the kind of customer information a person needs to make an informed buying decision. And we can provide it quickly and conveniently, thanks to new technology."

A pioneer in the field of electronic marketing, Ford "began by doing early research with Cableshop, Viewtron, Gateway and various videodisc presentations," says Dale. "Based on our experiences, we decided it was to Ford's advantage to experiment with other online services, such as CompuServe."

For the past three years, Ford has been marketing its products to CompuServe members through The Electronic Mall. "Our work with The Mall has proved to be the most beneficial to date. CompuServe's large membership and its ability to reach a demographically sound audience for Ford and Lincoln-Mercury products have provided a valuable testing ground for Ford's electronic marketing efforts," says Dale.

Ford Motor Co.'s Mall "Electronic Showroom" has in turn provided valuable information to CompuServe members. The database does much of the initial "legwork" involved in buying a car. Current features at Ford's Mall Showroom include news and warranty information; a searchable listing of more than 5,000 Ford and Lincoln-Mercury dealerships; and free product brochures.

One of the primary services Ford provides online is the Ford and Lincoln-Mercury Showroom (GO FMC), featuring the automaker's complete product lineup. Summaries of standard equipment, options and manufacturers' suggested retail prices are provided electronically for all models. "This month is particularly exciting online because Ford is unveiling its 1990 lineup," says Dale.

Ford Sponsors Conferences, Contests

In recent months, Ford has also sponsored a series of innovative online events. Last January, Ford performance expert John Vermeersch made a guest appearance in CompuServe's Convention Center, where he chatted via modem with members. In June, Ford's Detroit Grand Prix promotion, featuring a free sign-on weekend, a quiz and a racing schedule, drew an online crowd of racing enthusiasts.

Ford followed the Grand Prix promotion with an online celebration of the Mustang's 25th anniversary in July and August. "All of these activities allow members the opportunity to interact one-on-one with Ford," Dale says.

Marketing Cars to Computer Owners

The most successful marketing venture has been the Ford Simulator, an interactive personal computer software program available in 5.25- or 3.5-inch diskettes for IBM PC and Macintosh users. The program plays driving games, features animated screens describing such features as air bags and supercharging, and presents the full line of Ford and Lincoln-Mercury products with illustrations, options and price tags. The program even computes monthly payments for all vehicles featured.

"The 1988 Ford Simulator was so popular that its full production run was sold out before the end of the production year, prompting Ford to consider turning a one-time-only project into a potentially annual marketing program," Dale says. "By the time the 1989 Simulator reached the market, a backlog of orders had almost depleted the planned production run. Its popularity on CompuServe's Electronic Mall alone is enough to warrant a supplemental run, but Ford is already at work on its 1990 version. The 1990 Ford Simulator will be released soon and can be ordered through The Electronic Mall."

Win a 1990 Ford Taurus SHO

Currently Ford Motor Co. is providing the grand prize, a 1990 Taurus SHO, for The Mall's fourth annual "Your Number's Up" promotion. With the introduction of the "Super High Output" Taurus SHO, a multiport fuel-injected 3.0 liter V-6 with 24 valves and dual overhead cams, Ford has powered the Taurus into the world of high-performance sports sedans.

"The Taurus SHO seemed so well matched to our members that we were thrilled to cooperate with Ford Motor Co. to make it available for this year's Your Number's Up contest," says Jim Arnold, general manager for The Electronic Mall. In late October, Ford and The Mall will put one lucky CompuServe member in the driver's seat. More information about the Ford Taurus SHO is available in a free sign-on section of the Ford Electronic Showroom (GO TAURUS). For contest details, visit The Electronic Mall (GO MALL).

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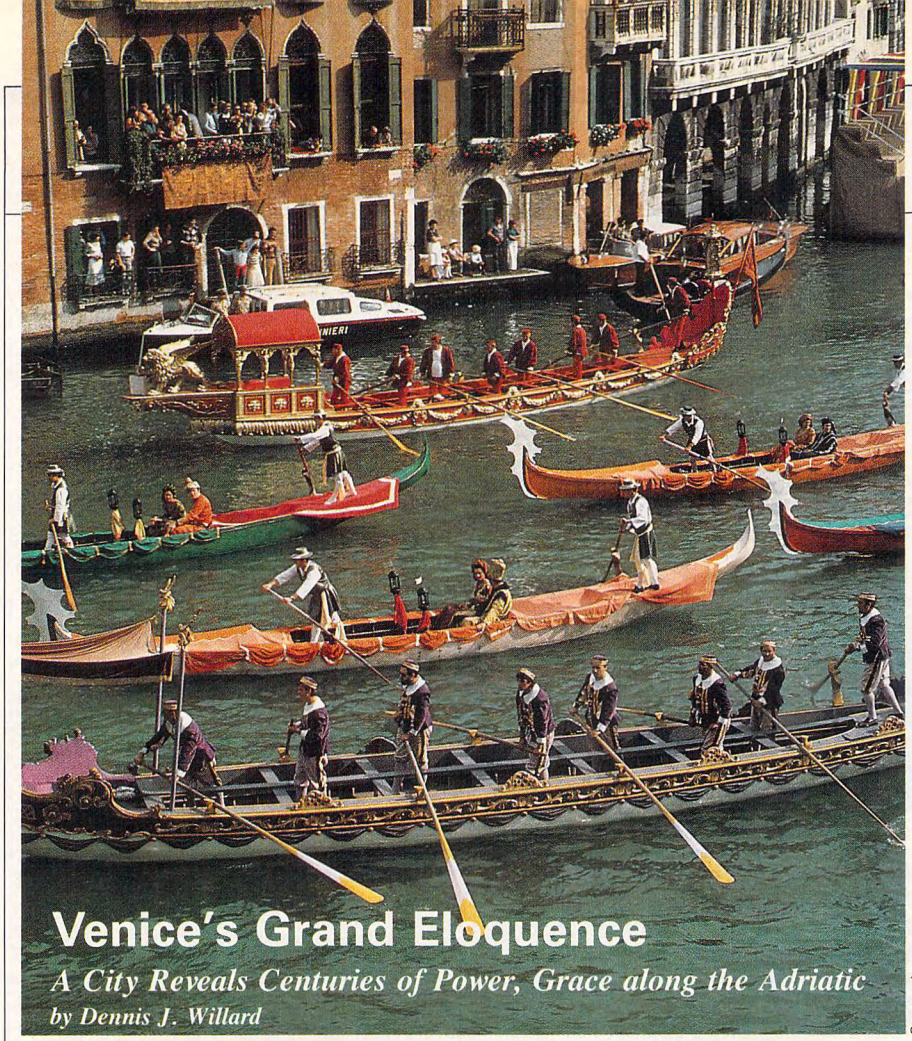

Venice's Grand Eloquence

A City Reveals Centuries of Power, Grace along the Adriatic

by Dennis J. Willard

Comstock

Travel the waterways and pass the pastel facades of ancient buildings: *Venice*

The motor whirs and spits as the boat rocks on choppy waters. From the back, a rope is tossed around the moorings, and the waterbus is secured to the dock. The gatekeeper slides back the metal rail, allowing the riders to carefully step out of the craft's shell and follow one another across wooden planks to solid ground.

On the left, gondoliers hold their sleek black vessels in tow. To the right, the *campanile* that sits near the entrance to Piazza San Marco can be seen looming above the souvenir shops lining the pier.

All of Venice appears too colorful and vibrant to be real. The sun glistening off the blue-green flowing streets of the Grand Canal, the gondolas gently rising and gliding through the watery roads, the pastel facades of the 14th- and 15th-century buildings along the banks—all of the scenes seem to be from a meticulous amusement park.

But not even the genius of Walt Disney could have imagined such a place. The city along the Adriatic Sea is authentic, a remarkable culmination of centuries of power and grace. Little wonder that Venice, grand and eloquent, was the inspiration and the final resting place for many of the world's great artists and leaders.

Today Venice offers the traveler access to the same sights, smells and tastes that have attracted visitors for 500 years. On this day, we will take our time moving through the city toward the hidden treasure resting in the lagoon north of Venice: the island of Murano, the center for the art of Venetian glassblowing.

The first stop is Piazza San Marco. Arriving at the Ferrovia S. Lucia, Venice's railway station, walk through the front doors, then right to the Line Accelerato 1.

Vaporetti (waterbuses) are the best and least expensive form of transportation. Water taxis, accommodating one or two riders, are more luxurious and expensive. Finally, while nothing matches the romance of a gondola ride, be prepared to negotiate a firm price before boarding.

Waterbuses are slow, pulling into every stop, but the leisurely pace provides a chance to experience the unparalleled splendor of the Grand Canal, weaving for two-and-a-quarter miles from the train station through the heart of Venice, passing the glorious buildings of her past, to San Marco.

On the waters of the canal, the bustling, energetic Venetian lifestyle is most apparent. Peppermint-striped moors jut from the water like twin straws in a soda. Small motorboats used to deliver the mail idle their engines to allow gondolas the right of passage. The gondoliers, wearing straw hats rimmed with blue or red ribbons, sing in a soft Venetian dialect as they stir at the water with their poles. Public officials and police roar through the waterways in magnificent boats, trimmed in dark wood and polished gold. Larger boats, loaded with produce for markets or beer kegs for outdoor taverns, bounce across the water, sending waves slapping against the porches of Venetian homes, where front doors open to the canal.

To withstand the onslaught of sea and time, the Venetians waterproofed their homes with petrified oak cut from the Dalmatian forests and impermeable Istrian stone. Many of these same buildings, erected during the Gothic and Renaissance periods, still stand. Homes, named for the owner and prefaced with Ca'—short for casa—stand as they did during the transition from the Dark Ages to the Enlightenment.

Halfway to San Marco, the *vaporetto* glides under the Rialto, the white covered bridge spanning the canal since 1592 near the city's financial and business core. In this area, the first furnaces for glassmaking were ignited.

Each building bordering the canal has a rich history, furnished by fact and fancy. Across from the number 10 S. Toma stop is the Ca' Mocenigo where Byron began writing *Don Juan*, and a woman acquaintance of the great poet reportedly ended her life by jumping from the balcony into the murky water below.

After 25 minutes, the vaporetto arrives at the famous square at San Marco. During the period when Venetian ships controlled the Mediterranean, sailors returned to adorn the Basilica di San Marco with stolen objects from abroad. The body of St. Mark, the evangelist, was taken from a tomb in Alexandria, Egypt, in 828. The four bronze horses sitting atop the arched entrance were removed from the Hippodrome in Constantinople in 1204, as were the tetrarchs—stone sentries at the base of the basilica representing the Emperor Diocletian and his three co-rulers.

Not everything was purloined. The Venetian-built campanile has stood watch over the square since the 9th century, though it collapsed in 1902 and was rebuilt. Marangona, the grand bell atop the campanile, marks the hour. An

elevator ride to the top offers a wondrous view of the area.

To move on to Murano, walk from San Marco away from the narrow streets of the city to the broad Canal Orfano, where secret, silent drownings were once carried out following judicial death sentences.

At the canal, turn left and walk along the pier to a stop marked Murano. The waterbus passes the Arsenale, at one time the largest naval base in the world, and enters the lagoon.

Terns and gulls approach the boat, swooping and swerving across the swell and decline of the canal water. As soon as the waterbus pulls into Murano, signs advertising furnaces and the wares of individual shops can be seen. At the end of the 13th century, more than 200 glass houses were on Murano.

The island has been the home of Venetian glassmaking since 1291, when the townspeople, concerned a small fire could spread and destroy Venice, moved all furnaces to Murano. Safety was not the sole reason for the move. Venetian glassmakers were the most gifted and secretive artisans of their time. By moving the furnaces to Murano, the Venetians hoped to keep secret the techniques used to blow and shape glass.

Comstock

Glassmaking: *Murano*

Assassins were dispatched to track down the few insolent Murano glassmakers who, lured by some distant ruler with the promise of gold or greater prestige, decided to flee and share the coveted secrets of Murano glassmaking with the world. The assassins used a Venetian dagger to do in the errant artisans. Made by the same hands that crafted the finest works of glass in the world, the Venetian daggers were razor sharp. The paid killers would plunge the fine glass blade into the victim before snapping it off at the handle. There was only a slight trace of the weapon, usually a small scratch at the insertion point—a signal to other glassmakers that leaving the island would result in certain death. Not everyone who fled was caught. The influential glassworks of Flanders and Bohemia were established by escaped Murano glassmakers.

The fragile and exquisite products, carefully blown and crafted by the Murano glassmakers, were valued and sought throughout the world. Beads, bottles, ornaments, decorative cups, church windows and glass dies used to stamp capital letters in manuscripts were all made with unequaled precision.

The Murano glassmakers used indigo and other deep hues to color the glass. The artists made a paste of fish scales that were blown into glass pearls, one at a time, to make the gems sparkle as if real. On the island, *cristallo* was invented, a clear, slightly gray glass that was immensely popular in the 16th century. The glassmakers created mirrors by placing metallic leaf on the back of clear glass.

About 20 furnaces remain in operation today. Visitors to the island are invited to watch the glassmakers at work and then move through the display rooms at the front of each establishment. In the shops, the tremendous output of the glassmakers—animals, bangles, chandeliers, beads, glasses, miniature orchestras—all colorful and exact, can be studied and, for a price, taken home. (Always start the bargaining by reducing the asking price by 25 percent or more.)

Inside the workshops, assisted by an apprentice, the glassmaker blows air into a long piece of copper tubing. The end of the tubing is taken from a red-hot furnace. At the tube's end sits a glob of hot glass. The glassmaker uses metal tongs to pinch and widen the cooling glass. Smoke from a cigarette is blown into the tubing, and the glass bulb clouds and expands.

The Museo Vetrario, housed in a Renaissance palace on the island, offers the opportunity to view more than 4,000 pieces of glasswork dating from the Roman empire to the present. The museum is open daily from 10 a.m. to 4 p.m., except on Wednesdays.

In the museum, the famous Anzolo Barovier Marriage Cup, circa 1475, is on display. Descendents of Barovier are still glassmakers on Murano at the Barovier and Toso shop.

While Murano is the home of the furnaces, travelers can shop throughout Venice for the glassworks.

Once the excursion to Murano is complete, there is always Burano, an island located further north noted for its lace. Or return to Venice, where further adventures await.

Dennis J. Willard, manager of Capital News Service, is a writer based in Westerville, Ohio.

Tips for Planning Italian Excursion

Before you start packing for that trip to Italy or elsewhere in Europe, check out the numerous sources of online travel information. In the ABC Hotel Guide, Italy lists 1,512 hotels, including 63 in Venice. Narrow your choice further by price range, hotel chains or locations. Venice has 11 selections in the medium price range, $50 to $100. For more information on the ABC Hotel Guide, see page 37.

Another way to find information about hotels is to join or visit the CompuServe Travel Forum, where members discuss personal experiences, recommend places to see and stay, and offer tips on making trips easier and more enjoyable.

If your Italian is rusty, strike up a conversation with members of the Foreign Language Education Forum (GO FLEFO). You may even have the opportunity to practice your second language with native speakers.

And once you've made your trip, remember you now have experiences to share and recommendations to make.

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An intimate English country retreat hidden from the road: *Mill Rose Inn*

Bed-and-Breakfast's Personal Touch Popular

by Jenine Howard

Like most Americans, my first trip abroad was made on a small budget, with a *$5 A Day* guidebook tucked in my backpack. It was then that I discovered the bed-and-breakfast. These inexpensive rooms—with breakfast included in the price of lodging—were charming and exotic to me, a Baby-Boomer who had vacationed in the United States solely by car and motel.

Being greeted with a smile at the end of a day's sightseeing and treated to a full English tea in the family room (sometimes with the family) made me feel a part of the community—a feeling you cannot get by staying in an impersonal hotel. That, and extra touches such as a lift to the train station in the family car during a downpour, spoiled me from ever returning to the large, look-alike hotel chains of the United States. I concluded that "European" travel meant personal service with the homey touch, while "American" trip-taking was characterized by assembly-line efficiency and volume.

But I was wrong. Apparently I wasn't the only one who longed for bed-and-breakfast accommodations at home as well as abroad. During the past decade, while major hotels grew to contain thousands of rooms under one roof, and cookie-cutter time-share condos sprouted on the beaches of the world, small bed-and-breakfast operations began opening their doors to the traveling public. A few here and there in the beginning have mushroomed to more than 12,000 facilities now in business.

Hal Gieseking calls it the "friendly revolution." Gieseking is the author of *Frommer's Bed-and-Breakfast North America*, a guide to what he calls the best bed-and-breakfast homes and inns on this continent. He doesn't use the word "revolution" lightly. People are rebelling, he says, against the impersonality of travel today.

"They travel across the country," says Gieseking, "and the only people they meet who live in the area are the bellman and the waitress. And here's a chance to actually sit down and have breakfast with the people who live there, people who can tell visitors about good stores and shops and where to dine at restaurants."

Gieseking emphasizes the "friendly" part, too. "Very often," he says, "because people who run bed-and-breakfasts tend to be a friendly sort, they include guests in their own events. I know of cases where bed-and-breakfast guests were invited to birthday parties and backyard barbeques. That's something that would absolutely never happen in a hotel or motel."

Lee Foster agrees with Gieseking on the change in American travel tastes. Foster is a travel writer who has numerous travel articles online under WestCoast Travel (GO WESTCOAST). He also has three books online: *The Silicon Valley Guide*, *The Complete Guide to Monterey-Carmel-Big Sur*, and *San Francisco and Northern California*. In his books and articles, Foster writes about bed-and-breakfast lodgings throughout the United States.

"There's a certain range of travelers who don't want the megahotel," says Foster. "They want the intimate, private experience with charm, what I call small-scale, high-quality lodging in a charming setting."

Foster says that European travel by Americans created the demand for the bed-and-breakfasts here. It's a backlash demand, he says, for something different from large-volume, corporate-type travel.

Both Foster and Gieseking have traveled all over North America, sampling many bed-and-breakfast operations first-hand. Each has his favorite. Gieseking, who lives in Williamsburg, Va.—itself home to several bed-and-breakfasts—lists the "50 Best" in his book, for which he relies heavily on recommendations from the reservation services that list these lodgings. But his all-time favorites include "guest yachts," 30 air-conditioned yachts moored on the eastern shore of the Chesapeake Bay. "You sleep on board, and then go sailing the next day," says Gieseking. "The captain serves you breakfast in the galley."

Also high on Gieseking's list are an artist's studio in the rolling bluegrass hills of Lexington, Ky., complete with Jacuzzi; an historic adobe-style house in Scottsdale, Ariz., where Clark Gable, Robert Taylor and other Hollywood stars have stayed; and Teton Tree House, near Jackson, Wyo.

Teton Tree House is "an unusual house built by the owners," says Gieseking. "It sort of spirals up the mountain. You have wonderful views of the mountains. The host couple, Chris and Denny Becker, have been all over the world. They will help you plan white-water rafting expeditions, and suggest hiking and skiing routes. They literally make you a part of the family, serving you a health-conscious breakfast of oatmeal, granola, fresh fruit, muffins made with bran, and sunflower seeds.

"When you stay there, it's fairly common to see two eyes in the window in the middle of the night," adds Gieseking, "and they belong to a moose!"

Foster lives in the San Francisco Bay area, and has traveled extensively along the coast of northern California, Oregon, and Washington. It's no surprise that his favorite bed-and-breakfast homes and inns are in that area. The bed-and-breakfast movement is especially strong there, and with good reason, according to Foster. "There is a tremendous desire here for the weekend getaway," says Foster. "And this area

is a beautiful setting for hotels. Plus, there is a large stock of Victorian structures of great charm that are convertible to bed-and-breakfasts."

Two of his favorites are in Half Moon Bay—the Mill Rose Inn and the San Benito House. Foster writes about them in his online book, *The Silicon Valley Guide*. Only blocks apart, they offer different types of accommodations in an historic Spanish setting.

The San Benito House was built as a hotel at the turn of the century, but "was a mess" in 1978 when the current owner, Carol Mickelsen, bought it. She and her partners restored it, and it was the first bed-and-breakfast between San Francisco and Monterey. There are 12 small rooms, which Mickelsen describes as "cute and cozy." "It was originally built as a moderate type of hostelry," she says. "It was never meant to be an elaborate hotel. And it still isn't. We still keep the rates moderate. We like it to be a folksy place."

Prices at the San Benito House include a 10 percent discount in the restaurant, one of the main attractions at the hotel. Mickelsen ran a catering business part-time before buying the hotel (and while teaching elementary school), and opened the restaurant before the hotel rooms. She's a gourmet cook, and the restaurant has been reviewed in *Gourmet* magazine.

The Half Moon Bay area is famous for its flowers, and both the San Benito House and the Mill Rose Inn have garden patios. Mill Rose Inn owners Eve and Terry Baldwin have taken pains to cultivate not only the flower garden (which made the cover of *Sunset* magazine), but also a luxurious, romantic getaway spot. The inn has six guest rooms in a 100-year-old house. The Baldwins have restored it authentically, down to custom-printed Victorian-style wallpaper, and antiques purchased in Europe.

Eve Baldwin calls the rooms "little pleasure palaces. There are common areas," she says, "including a library and several garden patios. But all rooms have private baths and private entrances. There are stained-glass windows, blooming orchids, oriental rugs, fireplaces, fabulous watercolor collections in almost every room, cable television, VCRs and caring people to serve you."

Baldwin says that her guests come from all over the world, some of them more than once. Many people who visit San Francisco choose to stay in Half Moon Bay, even though it's a half-hour drive. "It can take you about a half-hour to find a parking space in San Francisco anyway," she says, "and parking is free here."

Although the Mill Rose Inn is deliberately luxurious, with rooms as much as $250 a night, bed-and-breakfasts are available in a varied price range. Many are in keeping with the spirit of their European cousins, making them even more attractive to travelers on a budget. "They're not tremendous bargains," says Gieseking, "but they're generally 70 percent of the cost of a hotel room in the same area." Gieseking writes in his book that some bed-and-breakfasts can be found for as little as $20 to $35 per night for a single, and $20 to $50 for a double. Considering that breakfast is included in the price, that's a bargain indeed.

Whether it is the price, the personal attention and contact with the hosts, the beauty of the setting or the novelty of staying in someone else's home for the night, bed-and-breakfasts offer a much-needed and long-awaited travel alternative.

Jenine Howard is a former senior editor of Satellite Orbit *magazine and former travel and copy editor for* The Saturday Evening Post. *Her CompuServe User ID number is 76004,1761.*

ABC Hotel Guide Helps Narrow Lodging Search

by Jenine Howard

Whether you're planning an impromptu weekend trip to a nearby city or a thoroughly mapped-out vacation for the family, a routine business junket or your long-awaited dream vacation, you can plan it easier using the ABC Hotel Guide. The Guide is a listing of more than 50,000 hotel facilities around the world—both large and small, luxurious and economical.

Within the Guide, information for each hotel includes street address, location (such as downtown or at the airport), telephone numbers (both local and toll-free), telex number, number of rooms, rate guidelines (in US dollars), facilities (in-room, in-hotel, sports and leisure), business services and credit cards accepted.

In addition, approximately 7,000 hotel listings include information such as distance to nearest transportation facilities, descriptions of architecture and latest renovations, and nearby places of interest.

To access the Guide, GO TRAVEL and then choose the "Hotel Information" option, which will include the ABC Hotel Guide. There you will find such helpful listings as "What is ABC Worldwide Hotel Guide?" and "How to Use ABC Worldwide Guide."

After you have acquainted yourself with the rudiments of the Guide, you'll want to begin searching for suitable accommodations. For instance, you might want to plan a trip to Paris. You'll need to access "Worldwide Hotel Listings," and then select the "Other Countries/Islands" option. You'll be asked to enter the country name (France) and the city (Paris). You'll find 430 hotels listed for Paris in the Guide.

At this point, you can narrow the list by using several of 25 parameters. To be near all the famous Parisian sights, select Option 2, "At City Center." Then select such amenities as fitness center, bar or restaurant, air conditioning and indoor pool. If you select Option 8, "Air Conditioning," 9, "Telephone," 14, "Coffee Shop," and 25, "Babysitting Services," and then select "Display Hotels List," you'll find there are six hotels in Paris that fit this category.

The first is the Grand Inter-Continental Paris, an elegant hotel, built in 1861, with contributions from famous sculptors and painters of the day. It is in the heart of the City of Lights, opposite the Opera House and close to famous attractions, as well as shopping and business districts. The Grand, with 515 rooms including 25 suites, was renovated in 1987 and is now fully air-conditioned. Room rates are $205 to $255 for a single, and $215 to $283 for a twin with bath. In-room and in-hotel amenities are included in the listing, as well as the fact that English, French, German, Italian and Spanish are spoken there.

If the price isn't quite right, or if the Grand doesn't have quite the ambiance you're looking for, you can narrow your listing by price range or other amenities. For instance, Paris is farther north than most US cities, so, depending on what time of year you're going, air conditioning may not be all that important. Eliminating this parameter will greatly increase your possibilities.

With the number of hotels and the amount of information listed in the ABC Hotel Guide, you should be able to find the right accommodations.

Qume's CrystalPrint Publisher

High-Performance PostScript Printer

Qume Corp.
500 Yosemite Dr.
Milpitas, CA 95035
408/942-4000
Fax: 408/942-4052

Computers: Any computer capable of driving a PostScript printer through an RS-232 serial or Centronics parallel port or through an AppleTalk network.
Operating System: Printer Utility software supplied on Macintosh diskette.
Features: PostScript-language printer emulating Apple LaserWriter IINT and achieving speeds comparable to LaserWriter IINTX (up to six letter-size pages per minute); Casio LCS-130 marking engine; Weitek XL-8200 HyperScript Processor with 32-bit RISC architecture and raster image processor; 1.5MB ROM and 3MB RAM are standard; graphics resolutions up to 300-by-300 dots per inch; organic photoconductor (OPC) drum rated at 10,000 pages; toner set rated at 6,000 pages at 5 percent coverage; 100-sheet letter-size paper cartridge; portrait and landscape printing collated face down; 11 resident font families with 35 typefaces.
Options: Paper-feeding cartridges for other than letter-size paper; Version 3 Upgrade Package for use of Bitstream Fontware on Macintosh or IBM-compatible computers.
Model Tested: Qume CrystalPrint Publisher connected as a LaserWriter printer by a 5MB Macintosh IIcx computer and as both a serial and a parallel printer by a 1MB Proteus 286GTX (IBM PC-AT compatible) computer.
Base Price: $4,499

Reviewed by Ernest E. Mau

Buyers of laser printers basically have to choose between Hewlett-Packard LaserJet or PostScript compatibility. For some, the choice is easy. Macintosh computers are designed for PostScript printers, calling for Apple's LaserWriter by name. MS-DOS computers are more versatile, and most applications now support a host of laser printers including both LaserJet and PostScript compatibles.

I'd always leaned toward LaserJet compatibility, but that was before acquiring a Macintosh IIcx and Qume's CrystalPrint Publisher printer. Now I favor the PostScript printer except for a handful of MS-DOS applications where 300-dpi LaserJet printouts have more visual "punch" than 300-dpi PostScript printouts. Yet that seems a function of software drivers, not the printers.

Qume's CrystalPrint Publisher is a first-class PostScript printer packaged in a compact 15.7- by 13.4- by 9.1-inch box weighing slightly more than 35 pounds. Compatible with Apple's LaserWriter IINT, it can print six letter-size pages per minute, a speed comparable to the LaserWriter IINTX. And it is versatile enough to work with almost any computer system; built-in serial, parallel and AppleTalk interfaces can be selected from the printer's control panel.

CrystalPrint Publisher can use any of 35 resident typefaces in 11 font families. Because there are no font cartridges for this printer, there is none of the extra hardware font costs incurred for LaserJet cartridges. Screen fonts equivalent to resident fonts are provided on diskette and can be "moved" into a Macintosh system just like other fonts for use by applications. Of course, the printer can use downloaded soft fonts, but critical edge sharpness is best achieved with resident fonts. That isn't saying soft fonts aren't good, just that resident fonts are better when they fit the user's needs.

However, this printer does not use a PostScript version licensed directly from Adobe Systems, so it cannot handle "encrypted" Adobe soft fonts. Many other printers have that same limitation, and it should not pose much difficulty for users because most applications do well without Adobe's soft fonts. In other respects, CrystalPrint Publisher's PostScript should be compatible with Adobe Systems' version 47 used by Apple's LaserWriter IINT and IINTX.

I found just one program that didn't work with the CrystalPrint Publisher. Emerald City Software's Smart Art is a Macintosh text effect desk accessory that sends instructions to the printer and waits for the printer to return an image of the effect for screen display. Using it got me a PostScript-error message every time.

Other programs I tried worked well, giving both crisp text and beautiful graphics. Even delicately shaded halftones such as those from Electronic Arts' Studio/8 (Macintosh) printed with extraordinary detail and sharpness. I did find that graphics packages running under Windows/286 on MS-DOS machines gave coarser printouts with CrystalPrint Publisher than with LaserJet-compatible printers, but that seemed to be a deficiency in the Windows/286 PostScript driver. Still, the differences probably wouldn't bother any but the most critical users, and then only if printouts were compared side by side.

The printer is solidly built and gave no problems with paper jamming or skewing. A 100-sheet paper feeding tray inserts from the front and extends just slightly more than an inch outside the printer chassis. Printed outputs emerge face down on top. No cumbersome trays hang off the outside, but a tray accommodates only a single paper size so separate trays must be purchased for paper other than letter-size.

I particularly appreciate a print density adjusting knob on the printer's left side. With it, I can reduce toner consumption for draft printouts or increase toner for high-quality printouts.

Given that mechanism for conserving toner, it is surprising that the unit insists on printing a graphic test sheet showing its configuration each time it is switched on or reset. Such printing wastes both toner and paper. Still, that's just a minor annoyance. At present, stopping the initial printout requires sending the printer a pair of undocumented command lines in PostScript language, but Qume personnel say the ability to switch off test printing will be added to the control panel later this year.

The only other thing that bothered me was that the manual's section on Macintosh hookup addressed only the use of LocalTalk cables and connector boxes. Nowhere was it documented that the printer runs equally well from a Macintosh with an inexpensive ImageWriter II cable, which is the way I use it.

Nowhere could I find a serious fault with the CrystalPrint Publisher. It is a finely crafted laser printer for both text and graphics, and it is priced reasonably for its capabilities and speed. In short, Qume's CrystalPrint Publisher is an excellent choice from among PostScript-compatible printers available today.

Ernest E. Mau, a full-time free-lance writer and Online Today *reviews editor, is based in Aurora, Colo. He is the author of several books and more than 500 articles on personal and business computing products and applications.*

GO OLI for more information.

ProRAM 2000

Adds Multiple Megabytes of Amiga 2000 Memory

Progressive Peripherals and Software Inc.
464 Kalamath St.
Denver, CO 80204
303/825-4144

Computers: Commodore Amiga 2000.
Operating Systems: AmigaDOS and Intuition.
Media: Software supplied on 3.5-inch diskette.
Features: Internal expansion RAM board; autoconfiguring; two, four, six or eight megabytes depending on user preference; expands Amiga 2000 to 9MB of memory when fully populated; software included for non-destructive self-test during boot; comprehensive diagnostic program also provided.
Required Peripherals: None.
Optional Items: Additional chips added by user to increase RAM capabilities.
System used for test: Commodore Amiga 2000 with Commodore Amiga Enhancer Software, Commodore Amiga Version 1.3 KickStart ROM, Sony CPD-1302 Monitor, SupraDrive 40MB Internal Hard Disk with AutoBoot interface card, Wico Command Control Trackball and Joystick, Practical Solutions Mouse Master, SupraModem 2400xi, Epson RX-80 FT printer and Chinon 3.5-inch internal disk drive.
Base Prices: $299.95 for unpopulated board; $699.95 for board populated with 2MB.

Reviewed by Cheryl Peterson

The ProRAM 2000 memory expansion card for the Amiga 2000 can be used to add two, four, six or eight megabytes of memory to an Amiga 2000. This well-designed board makes it simple for the user to add chips as needed. A user diagnostic program provided helps confirm whether the board is functioning properly, and if it isn't the program will help isolate which memory chips on the board are bad.

I bought the card populated with 2MB of memory and used it that way for several weeks. As prices for memory chips dropped, I added another 2MB and have been working with the 4MB configuration for more than a month. In that time, I have had no indications that the board isn't functioning perfectly.

Installing the card is simple. It requires opening the Amiga 2000 and placing the board in an expansion slot. Of several sets of jumpers on the board, only two need concern the user. The first is used to indicate how much memory is on the board. By adding chips and changing the jumper setting, the Amiga will have immediate access to the added memory. The documentation for this is excellent and includes drawings, making it almost impossible to mess up the installation procedure. Adequate warnings about dangers of static electricity and broken chip pins also are included.

Another jumper set is used when the comprehensive diagnostic is run. A jumper must be removed for the diagnostic to have access to each chip individually. The diagnostic can take several hours to "exercise" the board and ascertain that all chips are working properly. If a problem is encountered, the software is supposed to let you know. However, I never had any difficulty with the board or any chips, so I never saw any messages for bad chips.

The disk accompanying the board also includes a short program called MEMTEST, which can be accessed in the computer's startup sequence to run a quick memory check. While not as extensive as the comprehensive diagnostic, it should show if any memory is not functioning. It also gives a video display that shows how the memory card is configured. If configuration jumpers have been set improperly, this would be an early indicator because the window shows how the card has reported itself to the Amiga.

For instance, after installing an additional 2MB of memory and changing the jumper, the display changed from 8M/2M to 8M/4M. Had I forgotten to change the jumper, it would still have reported 8M/2M and would have ignored the additional 2MB.

The ProRAM 2000 card uses 256K by 4 DRAMS, and the manual lists a half-dozen manufacturers that provide these chips. The board can use chips rated at 150, 120 or 100 nanoseconds. The faster chips do not gain anything in speed, but they are becoming more widely available. In fact, I could not find 150-nanosecond chips and had to buy 120-nanosecond chips instead. They work fine.

The Diagnostics disk accompanying the board also includes the Recoverable RAM Disk and documentation for using it. Also on the disk is a utility called FastMEMFirst, used to help preserve the internal RAM of the Amiga for use by graphics and sound chips. By adding FastMEMFirst to the computer startup sequence, non-graphics or sound-related program or data information is loaded into the RAM expansion card rather than into the 1MB of internal memory. If this isn't done, any graphics-intensive application will crash.

I found ProRAM 2000 easy to install, easy to upgrade and relatively easy to use. The software installation takes some knowledge of initialization procedures, and one must know how to modify the startup sequence, but this is common to any Amiga addition. Anyone who can't function outside the Amiga's "point and click" environment is advised to buy this product from a local dealer who can help with the card installation, software modifications and setting up the system to take advantage of a RAM disk and additional memory.

Those who feel comfortable working in the CLI and who are "semi-techies" on the Amiga will have no trouble adding this hardware and using the software.

Cheryl Peterson, a free-lance writer from Miami Beach, writes reviews for several computer magazines. Her CompuServe User ID number is 72366.2645.

GO OLI for more information.

Go Online for More Hardware Reviews

The following hardware reviews are available this month in *Online Today Daily Edition* (GO OLT-220).

Bernoulli Box II/44
Mass Storage Device
Manufacturer: *Iomega Corp.*
Computers: *Apple Macintosh and IBM compatibles.*

Publishers' VGA Display and Video Capture Card
Manufacturer: *Willow Peripherals Inc.*
Computers: *IBM compatibles.*

LS-300 Image Scanner
Manufacturer: *PGS Systems Inc.*
Computers: *IBM compatibles.*

Genius Dyna Mouse
Manufacturer: *Kye International Corp.*
Computers: *IBM compatibles.*

Remote Keyboard Computer Controller
Manufacturer: *Forte Communications.*
Computers: *IBM compatibles.*

More II

Develops Slide Presentations from Text Outlines

Symantec Corp.
10201 Torre Ave.
Cupertino, CA 95104-2132
408/253-9600
Fax: 408/252-4694

Computers: Apple Macintosh Plus, SE, SE/30, II, IIx, IIcx.
Operating System: Macintosh System 4.1 or later.
Media: Supplied on four 3.5-inch 800K diskettes (program, utilities, samples and tutorial/samples); requires 800K diskette drive, hard disk.
Copy Protection: None.
Required Peripherals: None.
Other Requirements: Minimum 1MB memory (more memory recommended); LaserWriter 6.0 or later printer driver required for halftone printing with laser printers.
Optional Items: Macintosh-compatible printer (Apple ImageWriter or LaserWriter, Tektronix 4693D color printer, Linotronic 100 or 300); film recorder (directly supports Mirus FilmPrinter, indirectly supports Presentation Technologies' Montage and Matrix Instruments' SlideWriter through PICT files); MAGICorp overnight slidemaking service (1200- or 2400-baud Hayes-compatible modem needed for electronic transmission via Graphics Express chooser-level driver provided); Kodak DataShow Presentation Remote controller; third-party sources of PNTG or graphic files; third-party source of Microsoft Word, MacWrite or plain ASCII textfiles.
System used for test: 5MB Macintosh IIcx with FDHD diskette drive, 40MB hard disk, one 45MB Sysgen MAXI RD45 cartridge drive, Apple Extended Keyboard, AppleColor High-Resolution RGB Monitor, 256-color Macintosh II Video Card, Thunderware LightningScan scanner and Qume CrystalPrint Publisher laser printer; running System 6.03 and Finder 6.1.
List Price: $395

Reviewed by Ernest E. Mau

Outline-based graphic presentation packages are popular in the Macintosh world and are applications at which Macintosh computers excel. Such packages begin with text outlines and build graphic "slides" from them. The slides then can be manipulated to modify type appearance, add graphic images, incorporate special effects and so on. The results can be presented to an audience on the computer screen or transferred to other media such as 35mm transparencies.

More II (version 2.01) is such a package, and a powerful one. Its built-in outliner is interactive with the graphics functions, so changes to an outline are quickly incorporated into graphic slides without going through intermediate steps or waiting for the program to rebuild a whole slide set for a single change. Switching among outline pages, bullet chart slides and tree (organization) chart slides takes no more than clicking on a screen icon.

Because text for slides is taken from an outline, the outliner must be powerful in its own right. It is! More II's full-function outliner can handle multilevel headings and subheadings plus paragraph-style "document" text typed directly or imported from other applications. Outlines can be left unlabeled or can be labeled in "leader," Harvard, numeric, legal, bullet or custom styles. Headlines can be split, joined, wrapped, expanded, collapsed, promoted, demoted, hoisted (for concentrated attention), de-hoisted, reorganized and even cloned. Each operation has specific effects on a presentation, and each is easy to accomplish.

More II's 100,000-word spelling checker works in the outline mode. Although it sometimes accepts varietal spellings of words, it can keep embarrassing typos out of presentations. More II's spelling dictionaries can be kept in the More II folder, where they don't interfere with dictionaries that may already be in the System folder for other programs.

Bullet chart and tree chart functions are well implemented and function smoothly. Each offers its own special options, but the combinations provided are effective in preparing graphics.

A presentation is governed by "rules" that determine how, when and where specific effects are applied. For example, a rule can be set to apply one type font to all Level 0 through Level 2 outline headings throughout a slide set, but that rule can be overridden with a new one for a particular slide. Other rules govern item positioning, background and foreground colors, graphic patterns and even special effects used for slide-to-slide changes in running presentations. Incidentally, any of 23 interslide effects can be tied to specific slides, or the program can choose random effects during self-running or user-controlled shows.

A master page can set up the general slide appearance, complete with headlines, footnotes, slide numbering and even graphics. It is a snap to place an imported logo graphic on the master page and have that logo subsequently appear on every slide in the presentation. Bit-mapped, PICT, PICT II, EPSF or Adobe Illustrator graphics also can be imported onto individual slides wherever needed, and the package comes with more than three dozen samples of graphic art ready to merge into slides. Other sources of clip art are readily available.

It is impossible to cover all of More II's fine features in a review. There are too many of them, right down to smooth integration of a sizing function that adapts More II to standard black-and-white Macintosh Plus/SE screens or larger, often colored Macintosh II screens. Of course, Color Macintosh II screens are most impressive, but the program seemed to do well when loaded into my system with the screen confined to the smaller standard Macintosh size. Being used to color, I probably wouldn't feel too comfortable producing slides intended for color reproduction on a black-and-white screen, but it could be done.

I couldn't find much to complain about in More II. The only problem I had was an initial inability to print halftoned pages from color slides using my laser printer, but assistance through CompuServe's Symantec Forum (GO SYMANTEC) revealed that such a process requires a LaserWriter 6.0 or later driver. After downloading that from CompuServe's Apple Developer's Forum (GO APPDEV), I could print respectable halftoned pages.

One thing that did irritate me is that Symantec provided a library of gorgeous distributed-color backgrounds that can be used by More II but that cannot be created or modified from within More II. Those backgrounds lend real flair to presentations, but were generated by Symantec with an in-house utility it does not distribute.

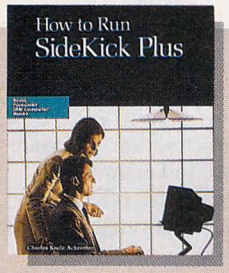
Other than that, More II is an impressive, high-quality package that does a remarkable job of preparing outline-based presentations.

Ernest E. Mau, Online Today *reviews editor, is a free-lance writer and editor who has been using microcomputers since 1978 and writing about them since 1980.*

GO OLI for more information.

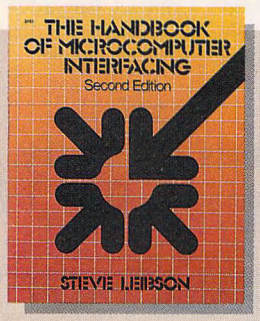
Online Book Reviews

Following are summaries of book reviews available for reading this month in *Online Today Daily Edition*. To read the complete reviews, type GO OLT-240 at any CompuServe Information Service prompt.



How to Run Sidekick Plus
By Charles Keefe Ackerman
Scott, Foresman and Co., 1988
422 pages, $19.95 (softcover)

Using a tutorial approach to explore the major applications in Sidekick Plus, this book is especially useful to those running the program on diskettes instead of a hard disk. Reviewer Sharon Kahn admits that the book isn't overly fascinating, but says it will teach readers how to use Sidekick Plus.
GO OLT-4010

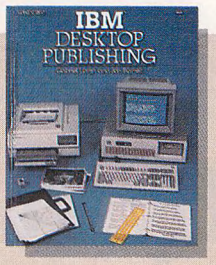


The Handbook of Microcomputer Interfacing (Second Edition)
Steve Leibson
TAB Books, 1989
340 pages, $19.95 (softcover)

Written for technical experts, this book focuses on interfacing with a computer and covers such topics as Boolean algebra, busses, loop operation and direct-memory access circuits. Reviewer Harry Green warns readers that the book is not thorough and will be only one of several needed references for successful interfacing.
GO OLT-4030

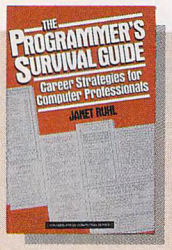
IBM PS/2: A Business Perspective
By Jim Hoskins
John Wiley & Sons, 1989
303 pages, $19.95 (softcover)

Calling the author a brilliant engineer blessed with the ability to communicate with the layman, reviewer Franklyn Jones praises the book's technical accuracy, tight organization and no-nonsense writing style. In addition to appealing to the business user, it will be useful to engineers and programmers. *GO OLT-4020*



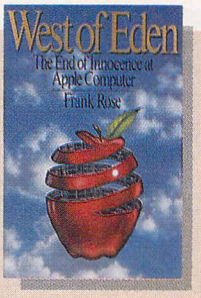
IBM Desktop Publishing
By Gabriel Lanyi and Jon Barrett
Windcrest, 1989
328 pages, $28.95 (hardcover)

Written for the beginning desktop publisher, this book is described by reviewer William J. Lynott as a hybrid affair, put together to explain each facet of desktop publishing using IBM and compatible equipment. However, he terms the result predictably superficial; a little bit is said about a lot of things. *GO OLT-4060*



The Programmer's Survival Guide: Career Strategies for Computer Professionals
By Janet Ruhl
Yourdon Press/Prentice-Hall, 1989
280 pages, $16.95 (softcover)

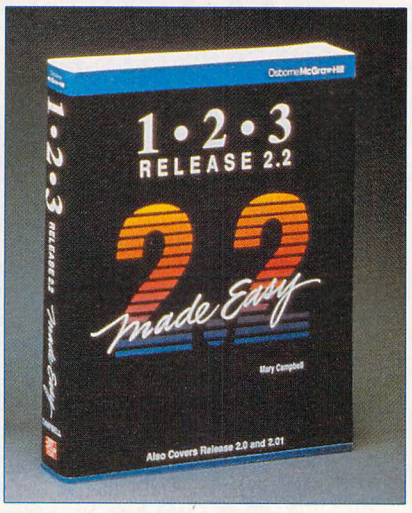
Reviewer James Moran says this is the first book he's seen that addresses the real-life concerns of computer professionals. He says it should be required reading for anyone considering a career in the field. *GO OLT-4040*



West of Eden: The End of Innocence at Apple Computer
By Frank Rose
Viking Penguin, 1989
356 pages, $19.95 (hardcover)

Those interested in the history of computing will be captivated by this book. Reviewer Paul Gilster lauds the author's ability to show the reader the true Apple Computer Corp.—without the polish—and the way things were during the company's most turbulent period. *GO OLT-4050*

As easy as 1-2-3



Mary Campbell's *1-2-3 Release 2.2 Made Easy* is a step-by-step guide to Lotus's recent upgrade. Explore improved features such as file linking, enhanced graphics, faster calculations and more in this complete reference to Release 2.2. From Osborne/McGraw-Hill.
$19.95 GO WB

Walden*COMPUTER*Books

GO OLI for more information.

Portable Computer Modems

Megahertz Corp. has introduced four modems for portable laptop computers.

The EasyTalk C224, designed for the Compaq SLT/286, and the EasyTalk S124, made for the Sharp laptop, are 2400-baud internal modems that operate at 300, 1200 or 2400 baud. The Hayes-compatible units sell for $399.

The EasyTalk T324D is a specialized 2400-baud dedicated internal modem for the Toshiba T1200 and T1600 laptop computers. It is Hayes-compatible and fits in the Toshiba's dedicated modem slot, leaving the expansion slot open. The retail price is $329. Also designed for the Toshiba laptop market is the EasyTalk T224M, a 2400-baud MNP level 5 modem. The modem provides an actual throughput of 4800 baud. The retail price is $499.

For information, contact Megahertz Corp., 4505 S. Wasatch Blvd., Salt Lake City, UT 84124; 800/LAPTOPS or 801/272-6000.

Enhanced PC-TERM Communications

PC-TERM, an asynchronous communications and terminal emulation package from Crystal Point Inc., now includes modem/port server software for single workstation versions.

Individual licenses are priced at $249. Network versions range in price from $649 to $1,600.

For information, contact Crystal Point Inc., 12707 120th Ave. NE, Suite 202, Kirkland, WA 98034; 206/821-1909 or 206/823-4634 (fax).

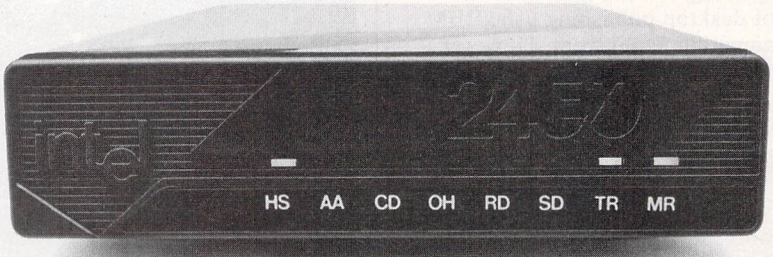
Quasimodem Remote-control, File Transfer Program

Palisades Research has introduced Quasimodem, a software package that combines computer remote control software with a high-speed file transfer software package.

Selling for $99, Quasimodem runs on all IBM PC and compatible computers and uses Hayes-compatible modems for modem connection.

For information, contact Palisades Research, 869 Via De La Paz, Pacific Palisades, CA 90272; 213/459-7528.

Move in fast company without being a big spender.



Now you can upgrade to a fast 2400 baud Intel modem for less than half the price of a Hayes modem. Built for top performance in even the most demanding multitasking environments, Intel modems deliver consistent reliability under Windows, OS/2 and DESQview. All backed with a toll-free technical support hotline and solid five year warranty.

Intel offers three internal or external modems that support Apple, IBM, Compaq and compatibles, including the PS/2. With free, customizable communications software for easy use, and a free subscription to CompuServe on-line services. Just call us at **1-800-538-3373.** Or call **1-503-629-7576, ext. 9402** to have modem information and a local dealer list sent automatically to your fax machine.

DESQview is a trademark of Quarterdeck Office Systems. Apple is a registered trademark of Apple Computer, Inc. IBM and PS/2 are registered trademarks of International Business Machines Corp. Compaq is a registered trademark of Compaq Computer Corp. CompuServe is a registered trademark of CompuServe Inc.

intel®
Personal Computer Enhancement

GO OLI for more information.

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Turn Your PC/XT/AT Into Multi-User, On-Line System

INFOHOST®
Multi-user On-line System Software
(Reviewed by PC Week on 5/19/87)
You can now place a database of goods and services on-line using your own PC, so your customers can dial in over phone lines to access information, leave messages, and make purchases via modem. InfoHost, which can support as many as eight simultaneous modem interfaces, features a customizable relational database that can be adapted to the needs of your business.
A-Comm Electronics, Inc.
377 Route 17 South, Hasbrouck Hts., NJ 07604
201/288-7885; TLX: 4948376

Call Our Demo System
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Jamaican Blue Mountain now in stock.

Outstanding COFFEES – great service

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(808) 326-9556 FAX: (808) 326-9545

Make Money With Your PC

A Revolutionary Software System, designed for maximum profits with minimum setup, now transforms any IBM PC/XT/AT or compatible computer into a secure, reliable Bulletin Board and Information Host System.

Subscription Systems throughout the free world are presently being used in dial-a-date and matchmaking applications, for multi-user databases and multiple listing endeavors, on-line order taking, along with scores of other lucrative telecommunications tasks.

To learn more about this unique, self-perpetuating opportunity that can adapt to both voice and data environments, contact: PC/WORKS at (805) 654-0724 or FAX (805) 650-0195.

Gay/Lesbian
INTERESTS? VISIT:
The Gay Politics section of the Issues Forum
(GO ISSUES, section 17)
and
The Gay Alliance section of the Human Sexuality Forum
(GO HSX-100, section 4)

Guidelines to Requesting Information Through OLI

Online Inquiry

Online Inquiry is *Online Today*'s electronic version of the traditional reader inquiry card. To request additional information about products or services described in *Online Today*, simply access CompuServe and type GO OLI at any prompt.

CompuServe Page OLI-1
ONLINE TODAY ADVERTISERS
ONLINE INQUIRY (OLI)
1. OLI Instructions
2. Online Today Display Ads
3. Print Edition Reviews
4. Shopper's Guide Mini-Ads

Display Ads

GO OLI-160. Inquiries to this section will be followed by a brief description of the *Online Today* ad. To request additional printed information, simply enter your name and address at the prompts. OLI will add your User ID number and electronically forward your request to the appropriate advertiser(s). The names, addresses and User ID numbers will also be forwarded via US Mail at the end of each month.

CompuServe Page OLI-160
ONLINE TODAY ADVERTISERS/OLI
1. Oct. 1989 Advertisers
2. Sept. 1989 Advertisers
3. Aug. 1989 Advertisers

Editorial Articles/Reviews

At the end of each electronic version product review, you'll be asked if you wish to request further information through the Online Inquiry system. A "yes" response will let the system prompt you for your name, address and other information so that your request can be forwarded to the appropriate company. If you respond "no," the system will return you to the previous menu.

To request information about products reviewed in the print edition, GO OLI-280 and select the appropriate listing, such as October Hardware Reviews. At the next menu, select the product you're interested in. If you answer "yes" at the question prompt, the OLI system will prompt you for the necessary information.

Requests to these sections will be stored and forwarded by traditional mail once each month.

CompuServe Page OLI-280
REVIEW LISTINGS/PRINT EDITION
1. Oct. Hardware Listings
2. Oct. Software Listings
3. Oct. New Product Listings

Shopper's Guide

GO OLI-70 to get information about *Online Today*'s mini-ad program.

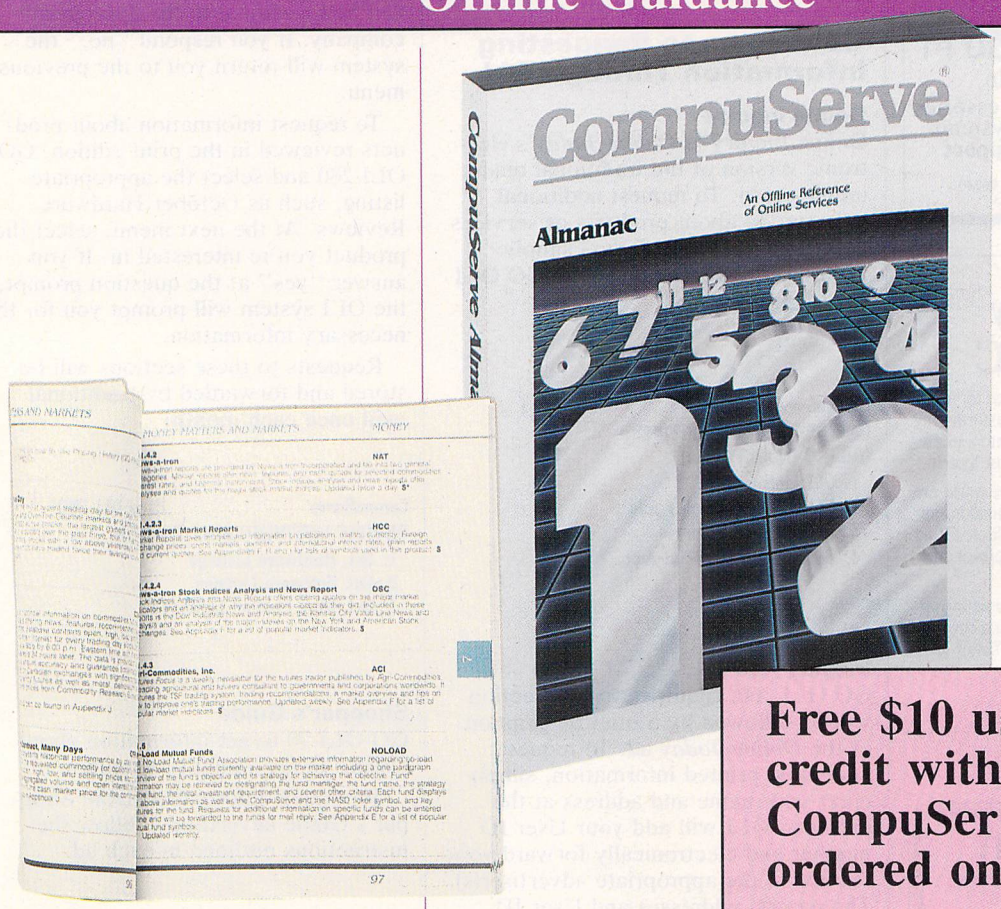
To request information from Shopper's Guide advertisers, follow the instructions outlined in each ad.

CompuServe Page OLI-70
SHOPPER'S GUIDE
1. About Shopper's Guide
2. Rates and Information

***Note:** Additional requests during the same session will not require you to re-enter your name and address.

Our guides, software, and apparel will help link you to CompuServe faster and easier than ever, and are orderable right online. The fall Fingershopping sale is the place to find valuable savings on CompuServe merchandise from October 1, 1989, through November 30, 1989.

Offline Guidance



Free $10 usage credit with every CompuServe Almanac ordered online!

***CompuServe Almanac* (Fifth Edition)**

Free $10.00 Usage Credit with every *CompuServe Almanac* ordered online

The Farmer's Almanac says "A penny saved is a penny earned," and our Almanac helps you do just that. Now in it's fifth edition, the *CompuServe Almanac* is designed to be your complete offline reference to online services. Right now, the *Almanac* is specially priced at $9.95; plus, you receive a $10.00 usage credit with each Almanac ordered.

Save time and money by exploring previously unknown areas of the Information Service before logging on. This excellent reference guide covers all service areas, from Member Assistance to Computers and Technology, and provides a short description of each online product.

The *Almanac* also provides information such as optionable stocks, CompuServe products which can be ordered online, and a personal EasyPlex directory. This updated edition of the *Almanac* is certain to pay for itself in connect-time savings.

Reg. $12.95 Save $3.00 $9.95

CompuServe Users Guide (5/88)

Having *CompuServe's Users Guide* at your fingertips is like having your own customer service department available 24 hours a day. This extensive 200-page guide will prove invaluable in answering questions on areas such as EasyPlex electronic mail, the Executive News Service, the National Bulletin Board, Citizen's Band Simulator, and more.

For further assistance, a System Configuration Diagram and Quick Reference booklet also come with each *CompuServe Users Guide*.

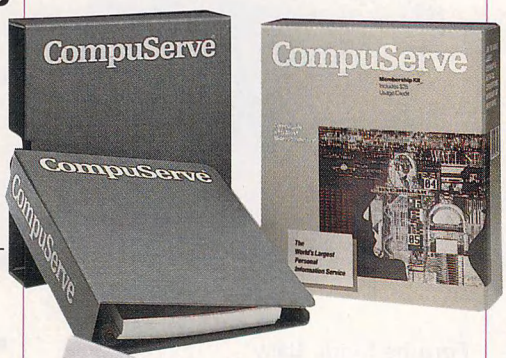
Reg. $14.95 **Save** $4.00 **$10.95**

The CompuServe Membership Kit

Make connections with people all over the world with the CompuServe Membership Kit. This kit is designed for both novice and experienced computer enthusiasts and includes the *CompuServe Users Guide*, a Quick Reference manual, a System Configuration Diagram, plus:

- a $25.00 introductory usage credit
- a Personal User ID number and Password
- a free subscription to *Online Today* magazine

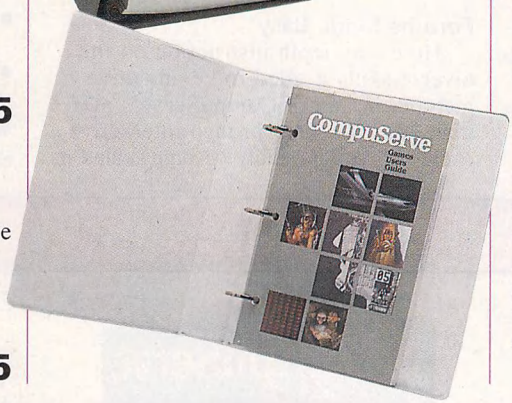
$39.95



IQuest Database Directory

Obtain reference materials in minutes instead of hours with this complete directory to the IQuest Database. It's organized for easy reference, and will expedite online research for all IQuest users.

$3.95



CompuServe Financial Services Users Guide (7/88)

Tame the beasts of Wall Street with CompuServe's *Financial Services Users Guide*. This comprehensive guide provides an analysis of CompuServe's many financial areas, such as DISCLOSURE and PRICES. Learn how your microcomputer can interface with CompuServe to retrieve data quickly and efficiently. A must for every investor, this guide is a classic case of minimal investment, high return.

Reg. $13.95 **Save** $3.00 **$10.95**

Games Guide

Whether you want to conquer an empire or quarterback by keyboard, this guide will make you a wizard of all CompuServe's online games. Games are listed by category, and complete instructions are given for playing each. This edition includes handy reference cards for multi-player games and an update to the SNIPER! game.

As an extra bonus, receive one MegaWars and one Adventure poster with each *Games Guide* ordered.

Reg. $17.95 **Save** $3.00 **$14.95**

For More Assistance

Other CompuServe products have instructional guides to help you make the most of your connect time. Type GO ORDER to access the Online Order Area and view a more complete list of guides, manuals, and CompuServe merchandise. This area is free of connect-time charges.

CompuServe Library

Independent authors have written several books for CompuServe to help members use the service as efficiently and effectively as possible. CompuServe's monthly publication, *Online Today*, is another valuable resource for staying abreast of events in the online computing world.

How to Get the Most Out of CompuServe (Fourth Edition)

Explore the CompuServe community with this fun and informative book. Authors Bowen and Peyton have added the "high touch" to "high tech" in their conversational discussion of CompuServe's leading products. Ideal for novice members, also included with each book is a $12.50 usage credit.

Reg. $19.95 **Save** $3.00 **$16.95**

Master Guide to CompuServe (First Edition)

This detailed, step-by-step guide is divided into five sections and 16 chapters for a comprehensive look at CompuServe's online products. An excellent resource for CompuServe members of all levels, this guide includes a $6.00 usage credit with each book.

Reg. $19.95 **Save** $3.00 **$16.95**

Back issues of *Online Today* magazine

Follow trends in the computer information and communication industry by maintaining a complete library of *Online Today*. Check online for a list of back issues to add editions missing from your set. (Quantities for some editions are limited.)

Reg. $2.50 **Save** $1.00 **$1.50**

Self-Study Courses

Learn to use CompuServe services offline with Mentor Technologies' self-study courses. You'll quickly acquire the skills and shortcuts of expert CompuServe members.

Unlike reference manuals, these courses show you how to navigate the service effectively. All courses are organized the way you think and work, and are based on the actual practices of experienced members.

With each course purchase, you'll receive a free usage credit — so that you can perfect what you've learned.

CompuServe Made Easy

This is an instructional overview of CompuServe for new or novice members, focusing on the fastest ways to benefit from the service. Course sections include:

- Navigation and screen controls
- Electronic mail
- Forums
- Reference Databases
- The Executive News Service
- Financial Services
- Travel

$39.95 (Includes a $20 usage credit)

Forums Made Easy

Here's in-depth instruction on the diverse skills needed to be an active member in any of CompuServe's more than 200 Forums. Through interactive exercises, you'll rapidly become skilled in:

- Searching and reading messages
- Uploading and downloading files
- Composing messages, online or offline
- Using libraries
- Participating in conferences

$24.95 (Includes a $12.50 usage credit)

Online Research Made Easy

Use CompuServe's vast resources to make better business decisions. This course gives you practical skills in a variety of business research tools. You'll learn how to:

- Keep clipping files and get business news through The Executive News Service, the AP Wire, and other reliable sources
- Get information about companies, including performance and projections
- Use IQuest's 800 databases for business, government, research and news information
- Access government information online
- Use powerful demographics and census data services.

$29.95 (Includes a $15 usage credit)

Communicate with Ease

Custom CompuServe software is unparalleled when it comes to getting the most out of every minute you spend online. All software packages are fully supported by CompuServe.

CompuServe Navigator 3.0

Put your Macintosh on cruise control with the award-winning CompuServe Navigator. Named the Best Telecommunications Product of 1989 by the Software Publishers Association, Navigator lets you automate all your online sessions. Map your destinations and tasks offline, and let Navigator take over! CompuServe Navigator includes the following and more:

- latest version of CompuServe's enhanced B protocol, 30 percent faster than industry standard XMODEM
- support of GIF graphics
- offline composition capabilities

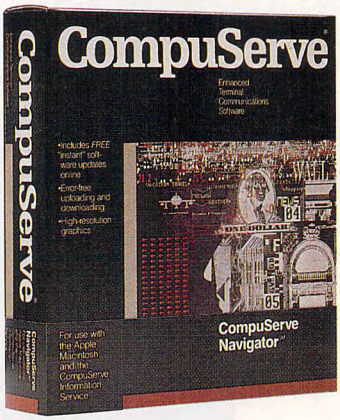
Reg. $99.95 Save $20.00 $79.95

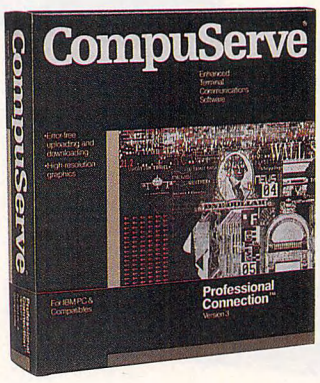
Professional Connection 3

Discover the full capacity of your IBM with this CompuServe communications software package. For use with the IBM PC, PC-XT, PC-AT, and most compatibles, Professional Connection - Version 3 provides CompuServe's GIF protocol, NAPLPS and RLE graphics. Also included are:

- latest version of CompuServe's B protocol for fast, error-free downloads
- 110–9600 baud support
- Remote Job Script Command Language

$49.95





VIDTEX—Atari, Commodore

Get online fast with CompuServe's VIDTEX communications software for Atari and Commodore computers. Now at a special price of only $19.95, you can make a clear connection to CompuServe at the lowest cost. This package includes:

- low- and medium-resolution graphics
- automatic logon and menu navigation files
- error-free uploading and downloading on CompuServe

Reg. $39.95 Save $20.00 $19.95

VIDTEX is also available for the Apple II family of computers, the TRS-80 model III, and Color Computer.

$39.95

CompuServe Miscellany

Use a combination of these items to enhance the atmosphere at your home, office, or home office. For a complete list of CompuServe products, type GO ORDER online.

CompuServe Three-ring Binders with Logo
1½ spine, for 8½ x 11 pages **$2.95**
2 spine, for 8½ x 11 pages **$3.50**
1 spine for 5½ x 8½ pages **$2.50**

CompuServe Wristwatch
Keep track of your online time with these smart and accurate timepieces. Each watch is guaranteed accurate to within 2 minutes a year, has a genuine grained leather strap, and displays the CompuServe logo. Available in men's and women's styles.

Reg. $29.95 Save $4.95 $25.00

CompuServe Gift Certificates
Give online usage time to a friend or relative with a $25.00 CompuServe gift certificate.

$25.00 (shipping and handling already included)

CompuServe Information Service System Configuration Wall Chart (5/88)
Navigate the Information Service easily with this 33 X 34 poster. Features the top menu and all main sub-menus.

Reg. $3.95 $2.50

Higher Intelligence Poster
Enhance any office or den with this colorful piece of art, produced exclusively for CompuServe. Poster is 18 1/2 x 24.

$1.00 while supply lasts

CompuServe Digital Desk Clock
Receive this attractive clock/calendar free with every $50 Fingershopping order. This clock is set in a clear lucite desk stand and features a perpetual calendar and the CompuServe logo.

All premiums are included automatically in qualifying orders.

Reg. $10.95 Save $6.00 $4.95

Free with $50 Fingershopping Order

Apparel

CompuServe T-shirt
Cotton/poly T-shirt silk-screened with the CompuServe logo. Available in light blue, navy blue, and red. Adult sizes S, M, L, XL.

$7.95

CB T-shirt
Available in navy blue, light blue, and red (Adult S and XL) and navy blue and red (adult M and L). Limited quantities available in some colors and sizes.

$7.95

SPECIAL BUYS

Passing Gear T-shirt
This is at a special sale price of only $5.00 while supply lasts. XL only.

Reg. $7.95 Save $2.95 $5.00

ORDERING INFORMATION

Receive a Free CompuServe Digital Desk Clock with each $50 Fingershopping order!

To order, type **GO ORDER** at any Information Service prompt. This command also allows you to view descriptions and prices for Fingershopping products and other CompuServe merchandise. This area is free of connect charges. Non-members may order by calling **800/848-8199**. Weekdays 8:00 a.m. to 10:00 p.m. Eastern time. Saturdays 12:00 noon to 5:00 p.m. Eastern time. Based on the total price of merchandise, postage and handling is calculated according to the following scale and added to the total price.

Amount	Postage/handling
$0 – $.99	$.50
$1.00 – $14.99	$2.50
$15.00 – $49.99	$3.00
$50 and up	$4.00

Canadian orders must add $2.50 to all orders more than $1.

International shipments:

Amount	Postage/handling
$0 – $19.99	$10.00
$20.00 – $49.99	$16.00
$50 and up	$25.00

UPDATE

United Press International in the Executive News Service

UPI delivers news from nine wires, including US and World, Financial, Sports and six State/Regional wires (Southeastern, Northeastern, Western, Central, Mid-Atlantic and Southwestern). UPI State/Regional reporters and editors cover state governments, county courts, police departments, state business news and high school sports stories, which often do not make network newscasts.

Select UPI stories by wire or take advantage of the Executive News Service's unique clipping capability. ENS scans the news wires around the clock and automatically saves stories containing specified keywords in personal folders. Type HELP WIRECODE at any Executive News Service prompt. GO ENS

Spear Securities on CompuServe Information Service

Spear Securities, a discount brokerage firm, provides its 24-hour online trading service to CompuServe members. Spear offers commission rebates on connect-time or selected microcomputer and investment-related products, plus other services for investors. GO SPEAR

Authoritative Computer Directory Searchable

Select and compare more than 55,000 hardware, software and communication products for major brands of mainframes, minicomputers and microcomputers. Summary information on more than 9,500 manufacturers also is available. The Computer Directory is surcharged. GO COMPLIB

Find Vacation Destination Values

Discover resort condominium vacationing with Endless Vacation Travel in The Electronic Mall. Weekly rentals are featured through Tuesday, Oct. 31. GO EV

IQuest National Newspaper SmartSCAN Free in October

During October, IQuest's $5 National Newspaper SmartSCAN charge is waived. This SmartSCAN quickly reviews important national and regional newspapers for stories on selected topics. Full-text articles often are available. IQuest charges are incurred for conducting searches from the SmartSCAN menu and for retrieving articles. GO IQUEST

Access Phones Database Toll-Free

CompuServe's menu-driven Phones database enables members to report access problems and locate the most cost-effective access phone number from anywhere in the United States by making a toll-free modem call to 1-800-423-8011. This toll-free number can be accessed at any speed and the database prompts for needed information. To access the Phones database, dial the toll-free number and upon connection, press the Return key. Then type PHONES at the Host Name prompt.

Win Paris Trip for Two from Travelshopper

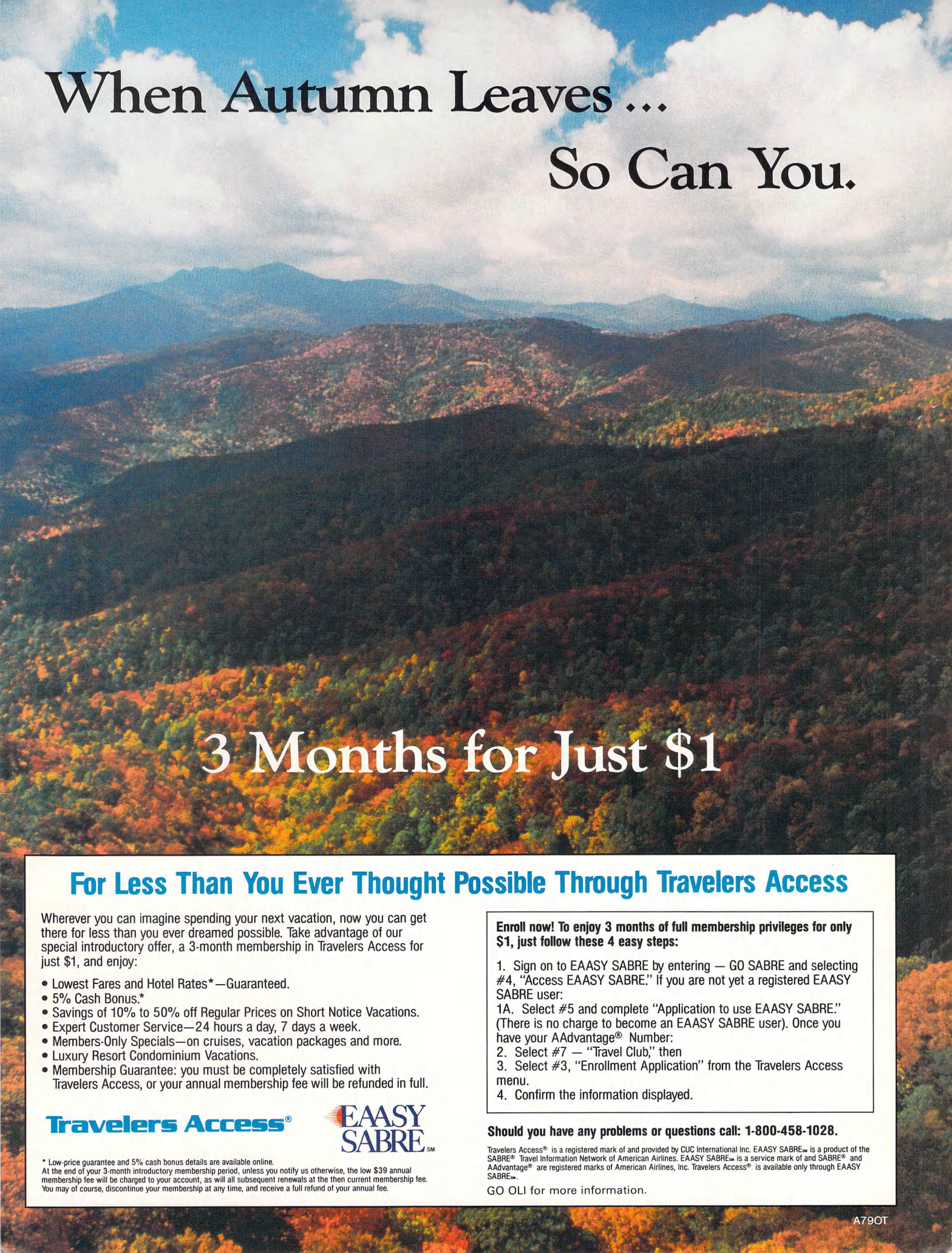
During October, apply for free membership to Travelshopper, TWA and Northwest Airlines' consumer reservation system, and become eligible to win two round-trip Northwest Airlines tickets to Paris. Travelshopper members have immediate booking privileges for airline, car rental and hotel reservations. The Travelshopper contest drawing will be Wednesday, Nov. 15. GO PARS

Direct User Access Terminal Service Online

DUAT, developed by Lockheed DataPlan, enables pilots to obtain weather information and to file flight plans free of connect charges. The DUAT service joins other aviation services available to CompuServe members, which include EMI and CompuServe Flight Planning Services. GO AVIATION

Four Databases Added to Arts/Music/Literature Menu

Magill's Survey of Cinema contains cast and characters, awards, plot summaries and critical analyses, and references to published reviews for most major films from 1902 to the present. Marquis Who's Who provides concise bibliographies of notable individuals living in the United States. Books in Print lists most books currently in print, out of print and slated for publication at US trade publishers. Book Review Digest references and summarizes critical reviews of current English-language fiction and nonfiction for adults and children. These databases are surcharged. GO ARTS



For Less Than You Ever Thought Possible Through Travelers Access

Wherever you can imagine spending your next vacation, now you can get there for less than you ever dreamed possible. Take advantage of our special introductory offer, a 3-month membership in Travelers Access for just $1, and enjoy:

- Lowest Fares and Hotel Rates*—Guaranteed.
- 5% Cash Bonus.*
- Savings of 10% to 50% off Regular Prices on Short Notice Vacations.
- Expert Customer Service—24 hours a day, 7 days a week.
- Members-Only Specials—on cruises, vacation packages and more.
- Luxury Resort Condominium Vacations.
- Membership Guarantee: you must be completely satisfied with Travelers Access, or your annual membership fee will be refunded in full.

Travelers Access® EAASY SABRE℠

* Low-price guarantee and 5% cash bonus details are available online. At the end of your 3-month introductory membership period, unless you notify us otherwise, the low $39 annual membership fee will be charged to your account, as will all subsequent renewals at the then current membership fee. You may of course, discontinue your membership at any time, and receive a full refund of your annual fee.

Enroll now! To enjoy 3 months of full membership privileges for only $1, just follow these 4 easy steps:

1. Sign on to EAASY SABRE by entering — GO SABRE and selecting #4, "Access EAASY SABRE." If you are not yet a registered EAASY SABRE user:
1A. Select #5 and complete "Application to use EAASY SABRE." (There is no charge to become an EAASY SABRE user). Once you have your AAdvantage® Number:
2. Select #7 — "Travel Club," then
3. Select #3, "Enrollment Application" from the Travelers Access menu.
4. Confirm the information displayed.

Should you have any problems or questions call: 1-800-458-1028.

Travelers Access® is a registered mark of and provided by CUC International Inc. EAASY SABRE℠ is a product of the SABRE® Travel Information Network of American Airlines. EAASY SABRE℠ is a service mark of and SABRE® and AAdvantage® are registered marks of American Airlines, Inc. Travelers Access® is available only through EAASY SABRE℠.

GO OLI for more information.

A79OT

Next to your computer, nothing beats a Tandy® printer.

The new high-speed, triple-mode DMP 300 has advanced features for a low price.

Think you have to compromise on quality with a low-cost dot-matrix printer for your business or home office? Think again. The Tandy DMP 300 has the power and flexibility you should demand.

You get superior print quality from the 24-pin print head. Speed—up to 270 characters per second. Crisp, letter quality for "electronic-typewriter" correspondence. And there's razor-sharp 360 × 180 resolution for producing precision graphics.

Best of all, you don't have to be an electronics wizard to get maximum results. The DMP 300 features easy-to-use, front-panel controls.

Push tractors let you detach printed sheets without wasting blank sheets or forms. One-button paper park lets you print single sheets without having to remove your fanfold paper. And the DMP 300 is even cooperative enough to load and position your letterheads.

Plus, our CSF 300 sheet feeder is available for high-volume work.

Don't settle for less—the DMP 300 is the perfect complement to your PC.

Send me a new 1990 RSC-21 computer catalog.

Mail to: Radio Shack, Dept. 90-A-95-1
300 One Tandy Center, Fort Worth, TX 76102

Name _____

Company _____

Address _____

City _____ State _____

ZIP _____ Phone _____

Tandy Printers: Because there is no better value.SM

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The Technology Store℠
A DIVISION OF TANDY CORPORATION

GO OLI for more information.